

“Thank you very much for your thorough and adept work throughout”

RICHARD SAMUEL DIRECTOR

BENEFITS

- Clear governance roles and responsibilities
- Creation of Business measures for the Watts board
- Reduced time to manage the supplier

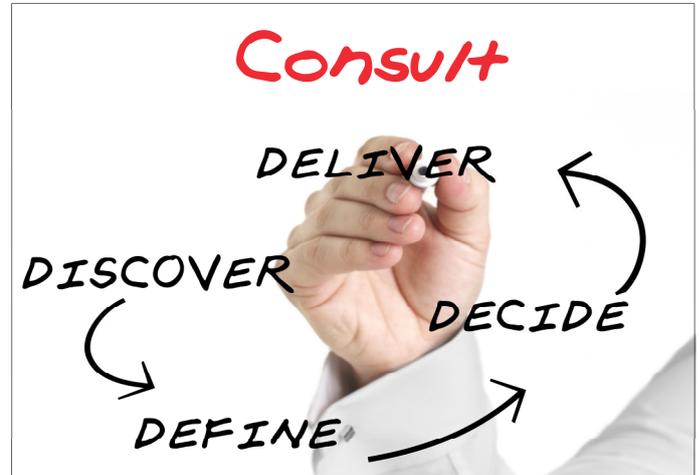
Watts Group plc

The relationship between Watts and their IT Outsource supplier had broken down. A 5 year agreement has been signed, but 2 years in, it was proving difficult for both sides to manage as there was no effective governance in place.

There was a desire from both parties to improve their relationship by improving the governance of the agreement and introducing appropriate measures.

Watts articulated their desire for the IT services to be:

- Simple
- Economical
- Reliable
- Visible
- Secure



Itica

Itica created a governance model by working with both parties to define how Watts would manage IT both internally and externally.

The Itica process was used to guide Watts and the supplier through the following stages to create a governance structure:

- Discover – establish the issues
- Define – document the requirements
- Decide – agree the solutions
- Deliver – implement the governance model

The results were a significant improvement in the relationship, clear business measures and substantial efficiency improvements for both parties.

Watts is a leading consultant to the property and construction industry. With more than 40 years' experience across all building types and market sectors, the Group delivers independent, expert advice through a network of offices across Europe.

Watts' services cover the complete spectrum of project management, technical and environmental due diligence, and a wide range of specialist consultancy services.

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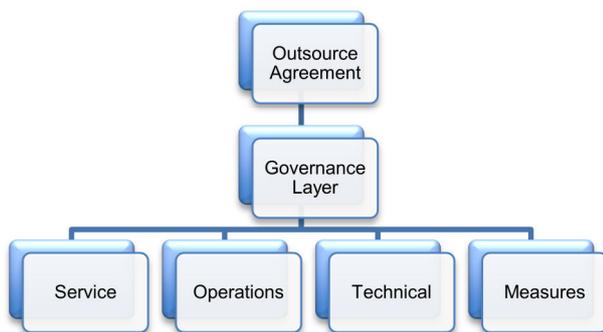
Itica Governance Model

The Itica structured Governance model was used to determine the Governance of the agreement it covers:

- Strategy – Goals, objectives, sensitivities, policies, procedures
- Relationship - Roles & responsibilities, key contacts, resources & capabilities, behaviours, communication, authority levels, dispute resolution
- Planning – Requirements capture, forecasts, change management
- Review – Performance assessment, metrics, reports, continuous improvement, risk management
- Commercial - Pricing, billing, assets, risk and reward

The Governance Model is ideally included as part of the original contract discussions and implemented at the start of the agreement, but is often included as an addition and sits between the contract and the schedules.

The key to an effective Governance Model is to separate it from the day to day management of the services and ensure that it delivers the appropriate management control of the agreement.



Business Measures

There were four business measures created for the Watts board so that they could monitor the performance of the IT services against the impact that they were having on the business.

Business Measure	Description	Measure
Staff Productivity	The effect of core IT systems on the productivity of staff	Man Days Lost due to IT failures
SLA Compliance	Performance against the P1 SLA	Rolling 3 month total of P1 SLA failures
Project Delivery	Performance against overall project delivery	Total days ahead or behind committed Project delivery dates
Disaster Risk	The impact IT would have on the speed of recovery	Current average time to restore data



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