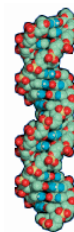


**Customer Case Study:
Achieving IT Regulatory Compliance**

A leading Business Process Outsourcing firm experienced rapid growth due to an aggressive acquisition strategy.



These newly acquired regional companies were distributed across sixteen diverse locations within the United States. It was imperative that these additional locations embrace an IT Governance strategy consistent with the Sarbanes-Oxley Act.

The resulting project addressed configuration management issues while defining and implementing IT Governance standards. This enabled each site to standardize IT operations and satisfy audit requirements.

Process Challenges

Situation

Each newly acquired entity had its own “modus operandi” with the following challenges:

- Independently functioning management teams
- Separate information technology infrastructures
- Few if any policies and procedures
- Lack of consistent IT operation tools
- 70% of the sites were not conducting structured backups and restorations
- 80% of the sites had an inadequate change management process

- Customers began requesting independent IT audits to ensure security and data integrity
- The preceding challenges coupled with the sensitivity of the data (financial and health records) compounded the sense of urgency for process improvement and compliancy services.

itDNA™ Opportunity

Plexent’s expanded ITIL® architecture, itDNA™, encompasses policies and procedures based on information management standards including COBIT and ISO. This linkage of ISO and COBIT creates the Information Security Framework within itDNA and enables policies, procedures, and controls to manage information usage, access, and activities. Since Plexent’s Information Security Framework also supports the ITIL framework by linking policies to IT procedures, risks, and controls, this customer was able to improve process while addressing compliancy.

The control linkage of the itDNA Framework provides customers with the elusive “stopping point” in regards to compliancy. This characteristic of the itDNA Framework alerted the organization that its critical information

was secure and policy development was adequate. Subsequently, the organization was able to reduce the time, resources, and expenditures required to become compliant.

Ultimately, the itDNA Framework allowed Plexent to thoroughly assess the organizations policies, procedures, and IT controls from a governance perspective. Consequently, Plexent provided the appropriate level of remediation necessary to meet the audit objectives of information confidentiality, availability, and integrity.

Result

By leveraging the itDNA Framework, Plexent was able to standardize IT operations and bring the sixteen regional locations into compliance, providing the following benefits:

- Measurable controls with documented evidence
- An increase in audit efficiency
- A reduced timeline and project cost

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