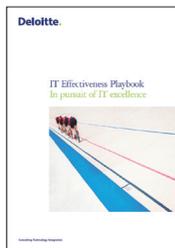


Tools and accelerators

Deloitte's CIO Advisory Services practitioners are supported by a vast range of proven tools and techniques which accelerate our work and help deliver reliable and rapid results. A few examples are illustrated below.



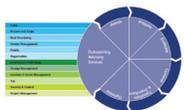
IT Effectiveness Playbook captures the combined knowledge and experience of Deloitte's many IT practitioners and the thousands of projects they have collectively undertaken, providing a reference guide that can be used to facilitate consistent ways of working across the organisation, and ensure that good practices are applied to the full scope of the IT organisation's remit.



IT strategy toolkit includes an integrated and business aligned IT strategy framework, supported by comprehensive methodologies and a large volume of tools and project accelerators. Our framework has been successfully used to develop a number of strategies and implementation roadmaps on a global scale.



Our **IT effectiveness assessment tools** provide a structured, rapid and comprehensive approach to understanding the maturity of an IT organisation, facilitating 'deep-dive' assessments and problem identification for both capability and processes.



Outsourcing advisory services methodology provides a structured framework for our work at every stage of the sourcing lifecycle. It sets out the key tasks, deliverables and critical success factors for each work stream, and is applicable to both BPO and ITO.



Our **enterprise architecture framework** is a comprehensive and repeatable approach to delivering enterprise architecture engagements, which has been successfully implemented across a large number of global programmes.

Why Deloitte?

This leaflet provides an introduction to the thinking and techniques that underpin Deloitte's CIO Advisory Services capability. Deloitte has extensive experience across all industry sectors in helping businesses to identify the maturity of their IT organisations, and support them with the design and development of high-performing IT functions.

Market-leading practices, tools and methodologies

Through real industry knowledge and an in-depth understanding of the needs of technology leaders in today's marketplace, we have developed a series of tools and methods which allows us to help organisations transform their IT functions into effective, efficient, adaptive entities, contributing measurable results to the business.

A global network of talent

We have a global dedicated CIO Advisory Services capability consisting of hands-on IT professionals who have served as trusted advisors to technology executives, some of which have held senior IT positions in the past.

A complete suite of services

The CIO Advisory Services capability is combined with the 'OneDeloitte' initiative, which bridges our three service lines (tax, audit and consulting), enabling us to offer a greater depth of skills and breadth of services with innovative solutions. Our ability to truly understand your business as well as your IT environment helps differentiate Deloitte from our competitors.

To find out more, please do not hesitate to contact us.



Joël Vanoverschelde
Partner
Technology & Enterprise
Application leader
+352 451 452 850
jvanoverschelde@deloitte.lu



Patrick Laurent
Partner
Technology & Enterprise
Application
+352 451 454 170
palaurent@deloitte.lu



Jean-Pierre Maissin
Partner
Technology & Enterprise
Application
+352 451 452 834
jmaissin@deloitte.lu

About Deloitte Touche Tohmatsu Limited:

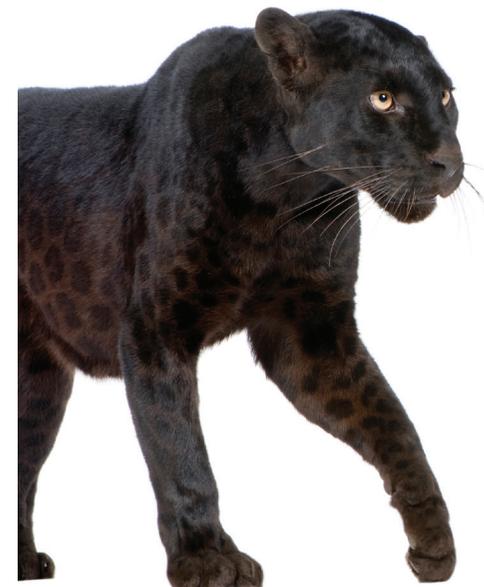
Deloitte refers to one or more firms that are members of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee, each of which is a legally separate and independent entity. Please see www.deloitte.com/lu/about for a detailed description of the legal structure of Deloitte Touche Tohmatsu Limited and its member firms. Deloitte provides audit, tax, consulting, and financial advisory services to public and private clients spanning multiple industries. With a globally connected network of member firms in more than 150 countries, Deloitte brings world-class capabilities and high-quality service to clients, delivering the insights they need to address their most complex business challenges. Deloitte has in the region of 200,000 professionals, all committed to becoming the standard of excellence.

© 2013 Deloitte General Services
Designed and produced by MarCom at Deloitte Luxembourg

Deloitte.

CIO Advisory Services

Achieve a high-performing IT organisation

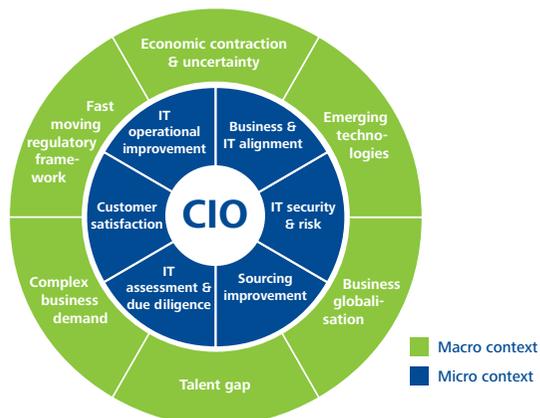


Introduction

Designing and building a high-performing IT organisation might be challenging, but Deloitte can help you achieve it.

High-performing IT is a strategic imperative in today's marketplace, with most companies and organisations looking to IT to support and enable their business growth agenda. It is true that the current market conditions are creating a demanding set of challenges for IT and CIOs are increasingly being asked to:

- **Do more with less** - deliver new or better capabilities to the business faster
- **Enhance IT quality** - provide an ever more reliable service, with early identification or prevention of issues, and robust solutions to diverse business needs
- **Improve customer satisfaction** - improve the responsiveness and quality of service from IT
- **Support the business strategy** - ensure alignment of IT initiatives to the business and an IT structure that maximises business value
- **Deliver change** - respond effectively to change drivers such as market pressures or opportunities, regulatory demands, cost reduction pressures, or reorganisation due to mergers or acquisitions



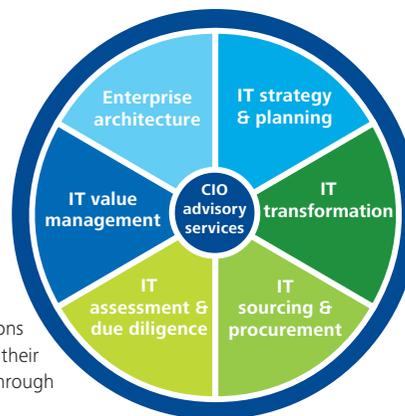
For many CIOs there is now an opportunity to help nurture growth where there is a genuine business value to be gained. Doing the right thing is going to mean more tough decisions, but decisions that will lay the foundation for future growth in IT.

CIO Advisory Services

Helping CIOs energise their IT organisations.

We use a unique and integrated approach to assist CIOs in defining the key competencies, processes, organisational structure and performance measures required to become a world class, value-creating IT organisation. The end-to-end capabilities of our CIO Advisory Services practice covers the range of CIO challenges, from defining IT strategy and managing the business/system architecture to measuring and maximising IT value and performance.

CIO Advisory Services – offerings wheel



- **IT strategy & planning:** integrating business and IT processes to allow for continuous assessment and necessary adjustments in response to new opportunities and changing market conditions
- **IT transformation:** working with clients to reshape technology operations and organisation to achieve their vision for IT, guiding them through what can be a turbulent, yet extraordinarily high-value, change
- **IT sourcing & procurement:** examining the cost structures and service levels of current IT sourcing, whether insourced or outsourced, and evaluating the options to improve cost and service through internal adjustments, vendor selection, contract negotiation and sourcing execution
- **IT assessment & due diligence:** evaluating IT strengths and risks across a wide array of IT disciplines, whether for current leaders looking to improve their organisation or for a potential buyer seeking to understand whether IT will ultimately be an asset or a liability to the acquisition
- **IT value management:** formalising the tools and processes needed to bring fiscal discipline to the IT function, enabling clients to run IT as a business
- **Enterprise architecture:** bringing expertise in solution architecture design, shaping technology change programmes, developing strategic technology roadmaps, and building architecture capability within client organisations

How can Deloitte help?

We offer technology leaders a complete suite of services and tools supported by the broad knowledge base of our professionals.

Our combined industry experience, functional business understanding, management capability, geographic reach and technical depth can meet your specific needs in these areas:



IT strategy & planning

- IT strategy alignment
- IT programme and portfolio management
- IT post-M&A integration
- IT roadmap
- IT innovation



IT transformation

- IT target operating model (organisation and governance, performance mgmt, SLAs, etc.)
- IT solution and service delivery process optimisation
- IT capability and talent improvement
- IT cost reduction



IT sourcing & procurement

- Sourcing strategy
- Procurement optimisation and support
- Vendor selection
- Supplier transition and management



IT assessment & due diligence

- IT service management
- IT due diligence
- IT process maturity assessment
- IT operating model review



IT value management

- IT tax optimisation programme
- IT financial benchmarking
- Capital and asset management



Enterprise architecture

- Enterprise architecture modelling
- Application architecture optimisation
- IT application portfolio management
- Infrastructure build and rationalisation