Need an IT health check?

Performing an IT health check provides senior management with an independent and holistic view of IT capability and challenges, and with tangible recommendations for making improvements.

Tackle the challenge with us and benefit from our understanding of business requirements combined with our deep technical skills:

- *Our experience advising IT organisations within small and larger businesses all over Switzerland*
- *Our subject matter expertise with certified specialists on IT Service Management (ITIL), project management (PMP, PRINCE2), IT Governance (COBIT) and Enterprise Architecture (TOGAF)*
- *Our proven IT health check methodology – tailored for your specific needs*

Benefits for you:

- *Independent assessment providing a holistic and balanced view of your IT capability and challenges*
- *Understanding of the ability of your IT to support current and future business needs*
- *Assessment of your IT organisation in terms of people, skills and structure, highlighting strengths as well as potential weaknesses*
- *Analysis and benchmarking of your IT costs helping you to understand their structure and compare them with similar organisations*
- *Pragmatic and workable advice coupled with a high level implementation roadmap*

Organisations have become increasingly reliant on their key applications systems and supporting IT infrastructure to conduct their day to day business. They invest significant resources to deploy new systems, keep up with technology changes and develop an IT organisation that understands and supports their business.

However, when faced with new challenges or opportunities such as a change in the organisation, major investment decisions or entry into new markets, senior management needs to be confident that its IT capability will be able to support the business moving forward.

This raises many questions about the organisation's IT department performance, in terms of value for money, transparency on key activities, and management of IT risks.

PwC has developed an IT health check framework that helps to quickly and efficiently assess an organisation's IT, providing management with a holistic view of IT capability and challenges.

Governance and service management	Infrastructure	Applications	IT project portfolio	People, skills and organisation	IT costs
• Alignment with business needs • Management of changes, configuration, releases, problem and incidents • Management of suppliers, contracts and costs • Management of IT risks	• Data centre equipment and locations • Network architecture and management • IT disaster recovery • IT Security	• Application and data architectures • Software development lifecycle • Application contracts and maintenance • Documentation • Version management	• Portfolio of IT initiatives • Planning, execution and monitoring • Realisation of expected benefits	• IT organisation and structure • Availble skills and alignment with needs • In house provision vs. outsourcing	• Evolution of IT costs over time, Total Cost of Ownership • Comparison to PwC and industry benchmarks • Structure of IT costs

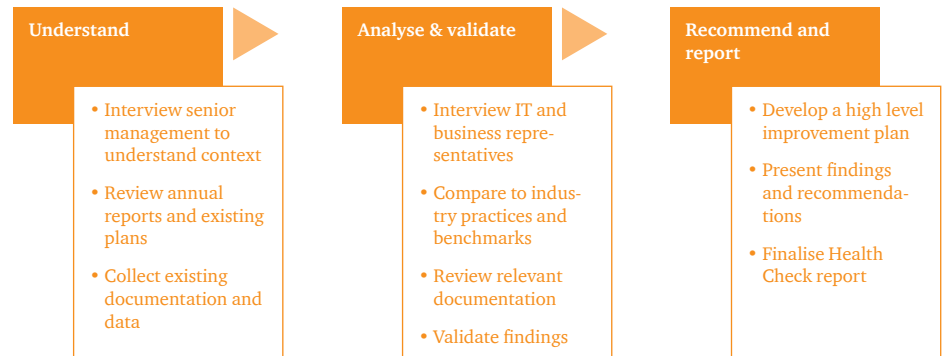# IT Health Check

A structured approach for quick results

Our structured and proven approach to quickly provides tangible results with efficient use of your resources at a competitive cost.
This has proved especially interesting in Small and Medium Enterprises.

Understand
- Interview senior management to understand context
- Review annual reports and existing plans
- Collect existing documentation and data

Analyse & validate
- Interview IT and business representatives
- Compare to industry practices and benchmarks
- Review relevant documentation
- Validate findings

Recommend and report
- Develop a high level improvement plan
- Present findings and recommendations
- Finalise Health Check report

PwC consultants also ensure that the health check is conducted in an open and collaborative spirit where strengths and weaknesses as well as opportunities and threats are expressed to provide a balanced view of IT.

Our experience

IT Health Check to prepare for an ERP implementation

The Chief Financial Officer of a medium size manufacturing company needed to realign his IT capability in the context of the move to a single ERP. Up to then the different divisions of the company had been running their own applications and data centres with their own IT teams. Using our framework, we assessed the current state of IT in terms of organisation, technical landscape and governance. We then helped the client define a target state, taking into account possible improvements and IT requirements to support the new ERP and the legacy environment.

IT Health Check to prepare the arrival of a new Chief Information Officer (CIO)

The CIO of an international Non-Governmental Organisation (NGO) had left the organisation and senior executives wanted the new joiner off to a rapid start. Management also needed comfort that the IT organisa-tion and systems were under control so that they met and would continue to meet the organisation's objectives. We performed our health check so that on day one, the new CIO had a comprehensive overview of IT strengths, weaknesses, opportunities and threats, and a high level key improvements roadmap focusing on the remediation of a distressed project and the governance over a key supplier. This allowed him to quickly get control of the situation.

IT Health Check as part of a corporate reorganisation

We conducted an IT Health Check as part of a broader organisational review of a large media organisation. The review allowed them to assess the challenges for the IT department that would drive the future structure and reporting line of IT. The assessment also identified 15mCHF savings over 3 years. The assessment was backed up by 14 project/action sheets detailing how the client could go about implementing identified improvement opportunities.