Information Technology Governance: IBM® OpenPages® IT Governance (ITG)

Rapidly evolving technologies automate much of modern business operations and drive corporate performance with efficiencies in the form of speed, communication, collaboration, and accuracy. However, the risks introduced to businesses by process, policy, and technology failures can have a serious impact in terms of achieving compliance with regulations, protecting brand reputation, and ensuring overall business performance.

As businesses continue to expand their technology infrastructure, ensuring that IT resources are properly aligned to business strategy while managing a multitude of associated risks becomes increasingly difficult. In order to mitigate risk while also keeping pace with technological advancements, organizations need to take a holistic view of the interdependencies between technology risk and business performance. Many businesses still rely on fragmented and disparate strategies to manage their technology risk; this approach is not only costly and inefficient, but it does not facilitate contextual understanding of the real impact that insufficient and faltering technology processes and policies have on the business.

Product overview

IBM® OpenPages® IT Governance (ITG) is an information technology governance solution that reduces the complexity of IT risk management by aligning IT operations management with corporate business initiatives, strategy, and regulatory requirements. Leveraging a core, shared services and open architecture, OpenPages ITG enables organizations to sustain compliance across multiple best practice frameworks (COSO, CoBit, ITIL, and ISO) and regulations while managing internal IT control and risk according to the business processes they support. OpenPages ITG integrates multiple silos of IT governance to deliver improved transparency, decision support, business performance, and valuation.

Special Capabilities

Features	Description	Benefits
Single data repository	A central source for all compliance and risk documentation including entities, processes, regulatory requirements, policies, risks, controls, tests, and test results. Full document management provides check-in/check-out, version control, and audit trail capabilities.	Enables unlimited levels of entities, processes, risks, and control hierarchies to match the unique structure of an organization. Eliminates redundancies and harmonizes controls across ITIL, COSO, and ISO best practice frameworks.
Business intelligence and decision support	Dynamic dashboards, charts, and dimensional reporting gives insight into the state of enterprise-wide IT governance. Provides browser-based ad hoc, drag-and-drop report design.	Delivers on-demand, actionable reporting that can be utilized to monitor IT risks and ensures that issues are remediated quickly.
Comprehensive workflow	Automatic notification and routing of IT-related activities. Tracks and documents all relevant IT incidents and facilitates root cause analysis. Initiates investigative workflows driven by top-down planning and business risk.	Identifies and remediates problems quickly and leads to strong enforcement of corporate IT governance policies.
Microsoft® Office and Smartphone integration	Microsoft Office and Smartphone integration lets users collaborate and access data anytime, anywhere.	Live links within Microsoft Word, Microsoft PowerPoint®, and Microsoft Excel® refresh embedded charts and reports automatically for monthly reports, board meetings, and more, while mobile integration allows remote access to dashboards and reports.
Fully configurable	100% configurable by business users, including forms, user interfaces, language, reporting, workflow, and system-wide settings	Facilitates a flexible approach to IT governance that can accommodate methodology and hierarchy changes and align with an organization's existing procedures and naming conventions. Lowers total cost of ownership.
Integration with Enterprise Infrastructure Management Applications	Provides interoperability with third-party technologies, including network and systems management tools, security management tools, continuous controls monitoring systems, and configuration management databases.	Takes advantage of existing IT investments to help lower total cost of ownership while improving overall IT performance.

OpenPages ITG empowers global organizations to:

• Centrally monitor and assess the overall effectiveness of IT investments
• Adopt a best practices approach to IT governance
• Drive a process-centric and policy-driven risk control framework throughout the enterprise
• Provide transparency into IT processes for senior management
• Remain agile and flexible to accommodate technology and organizational change
• Align IT investments with business strategies to deliver superior service and results to customers, employees, and partners while maintaining sustainable competitive differentiation and advantage in the marketplace.
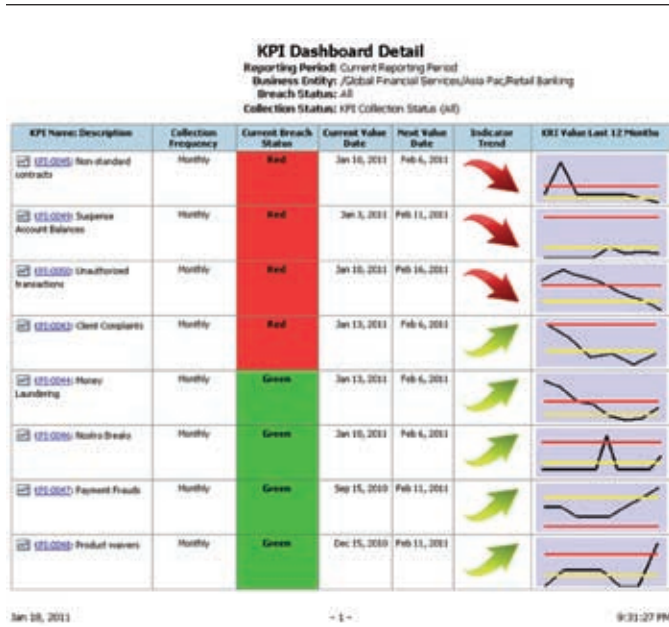
KPI Dashboard Detail
Reporting Period: Current Reporting Period
Business Entity: /Global Financial Services/Asia Pac/Retail Banking
Breach Status: All
Collection Status: KPI Collection Status (All)

Figure 1: OpenPages ITG dashboards deliver actionable reporting that can be utilized to monitor IT risks

As part of the IBM® OpenPages® GRC Platform, OpenPages ITG is a key building block in implementing an enterprise-wide, integrated approach to risk and compliance management. OpenPages ITG delivers a policy-driven, process-centric way to manage risk through control self-assessments, end-user surveys, automated workflow, and executive dashboards that provide management with the visibility, control, and decision support necessary to manage IT risk and optimize business performance.

OpenPages ITG supports the following frameworks:

• COBIT®
• ITIL®
• ISO 17799

About IBM Business Analytics

IBM Business Analytics software delivers complete, consistent and accurate information that decision-makers trust to improve business performance. A comprehensive portfolio of business intelligence, predictive analytics, financial performance and strategy management, and analytic applications provides clear, immediate and actionable insights into current performance and the ability to predict future outcomes. Combined with rich industry solutions, proven practices and professional services, organizations of every size can drive the highest productivity, confidently automate decisions and deliver better results.

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