

Case Study – IT Audit

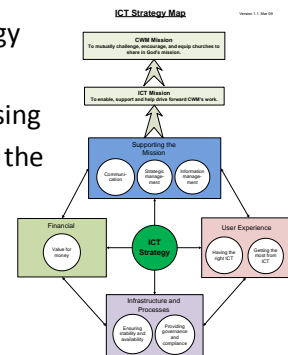
The Situation

A charity was undergoing a major review of their organisational strategy. To support this, they decided to audit their IT service to ensure that it would provide a firm foundation for the future and help drive the strategic objectives. They therefore asked a number of companies to bid for the work, resulting in Miriona being selected.

The Process

Miriona recommended a holistic audit, covering processes, policies and people as well as infrastructure and applications. The investigative phase comprised interviews, workshops with users, reviewing existing documentation and a high-level survey of the ICT infrastructure.

The findings from this phase were analysed, with a balanced scorecard strategy map being developed as part of the outcome. The analysis resulted in 70 recommendations and suggestions which were written up in a clear report, using the strategy map to segment and clarify the different aspects. In each section the recommendations were clearly shown and, for ease of use, were all pulled into an appendix to comprise the basis for an action plan.



This was presented to, and approved by, the Executive Board.

The Result

The charity were very pleased with the audit and its outcome. An action plan was immediately initiated based on the prioritised recommendations and Miriona was asked to assist with the implementation work.

To date, all the major actions have been completed or are close to completion. The charity is now able to rely on its ICT and use it to further advantage to support and drive the organisational aims.

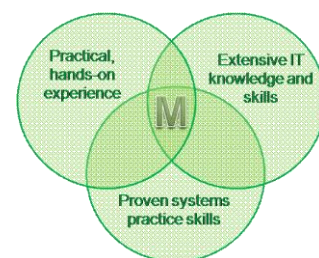
Client's* Comments

“Miriona did not just bring their considerable expertise and skill to this important process, but were also sensitive to the unique nature and context of our work, and organisational, structure. By embracing as many staff as possible in the process, and communicating in a language that transcended IT-speak, Miriona were a huge influence and support in helping us effect major changes to our strategic ICT management and service function.” SC, Director of Communications.

Miriona’s unique business and IT skills and experience, together with excellent person skills, make us the ideal choice when reviewing or auditing your IT service.

If this sounds like you, call us to see how we could help!

Call 07766 948470 or email jacquie@miriona.co.uk.
See www.miriona.co.uk for more details about Miriona.



* Client details have been kept anonymous to maintain privacy