

IT Governance and Compliance

Achieve efficient and effective governance and compliance

Business Challenges

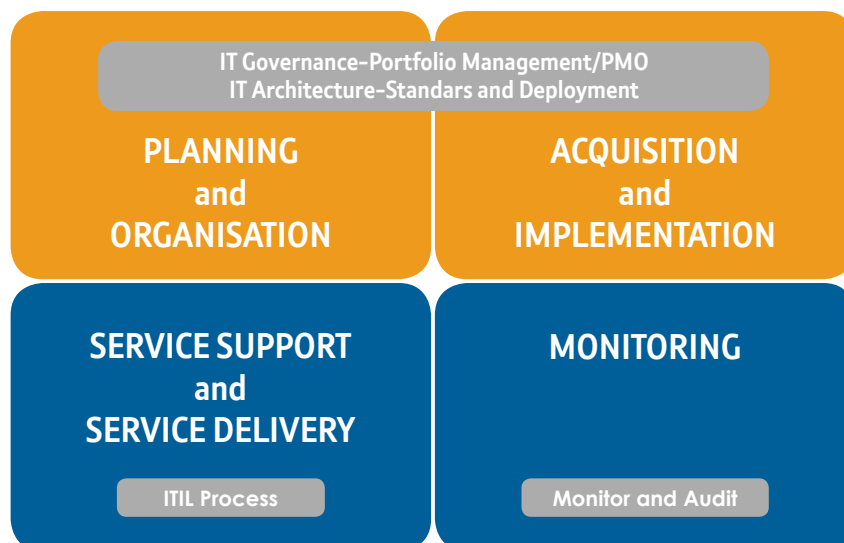
Enterprises today are under increasing pressure to meet business objectives, improve return on investment and at the same time comply with local and international regulatory requirements. For many of these companies, it is Information Technology (IT) that drives the business.

To meet corporate governance and compliance requirements, the management of IT-related risks is critical. IT governance is integral to the success of corporate governance by ensuring efficient and effective measurable improvements in related enterprise processes.

However, IT governance is a very broad domain and a framework with supporting best practices is needed to facilitate its adoption. The Control Objectives for Information and related Technology (COBIT®) provides a comprehensive framework for the management and delivery of high-quality IT services. COBIT thus bridges the gap between business risks, control needs and technical issues. The framework offers a set of Control Objectives in four process domains:

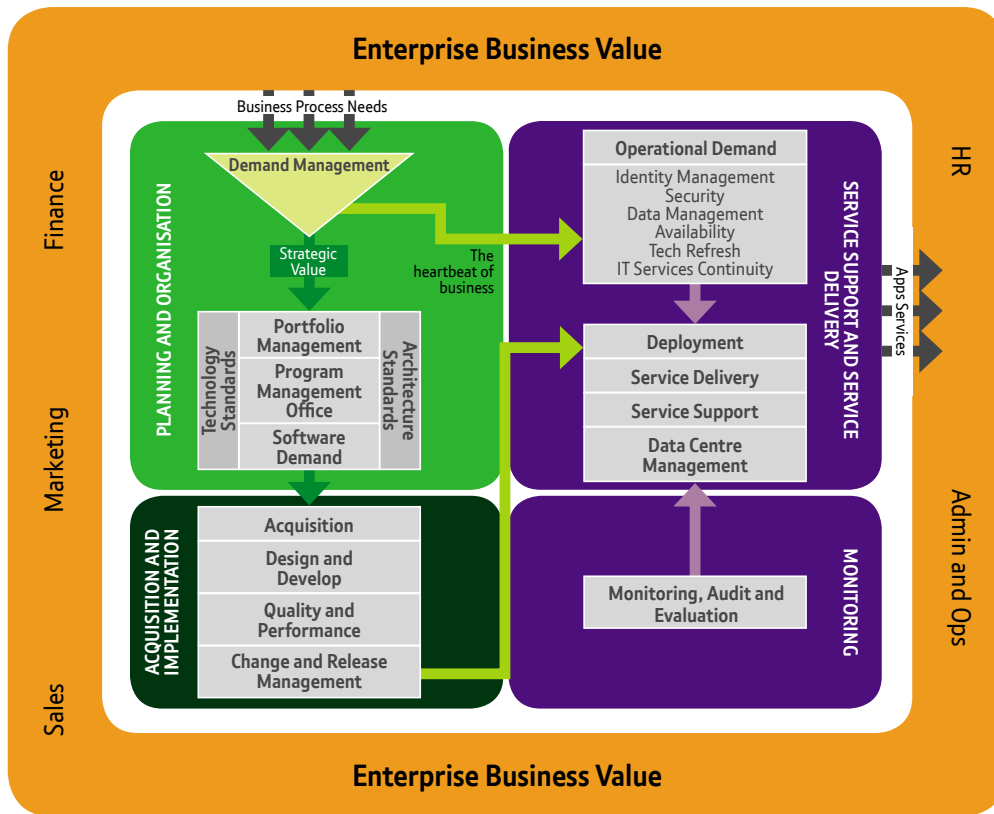
- Planning and Organisation
- Acquisition and Implementation
- Delivery and Support
- Monitoring and Evaluation.

Four Domains



COBIT's Four Process Domains

IT Governance and Compliance



BT Frontline's COBIT-based IT Governance Solutions Framework

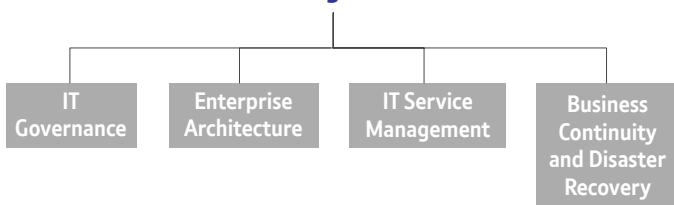
Our Consulting Services

BT Frontline offers a suite of consulting services for IT governance and compliance. These services include IT Governance, Enterprise Architecture, IT Service Management and Business Continuity and Disaster Recovery.

IT Governance

BT Frontline's IT governance practice focuses primarily on COBIT's planning and organisation domain, with a secondary focus on COBIT's monitoring and evaluation domain.

IT Governance and Compliance Consulting Practices



BT Frontline's Consulting Practices for IT Governance and Compliance

Introduction to IT Governance



Consulting Services for IT Governance

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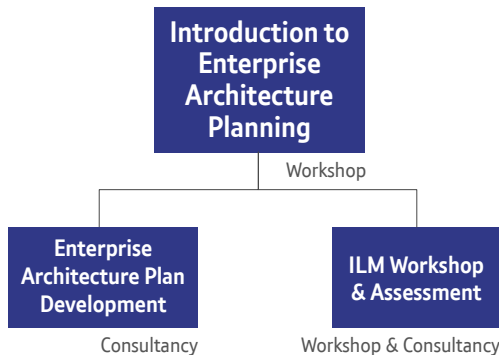
Enterprise Architecture

Enterprise Architecture Planning (EAP) is the process of defining architectures (data, applications, technology) for the use of information in support of the business and development of plans for implementing those architectures.

The Enterprise Architecture Plan consists of:

An enterprise architecture with three component architectures:

- A Data Architecture
- An Applications Architecture
- A Technology Architecture
- The deployment plan for the enterprise architecture
- BT Frontline’s enterprise architecture practice supports COBIT’s acquisition and implementation domain.



Key:
ILM Information Life -Cycle Management

Consulting Services for Enterprise Architecture

IT Service Management

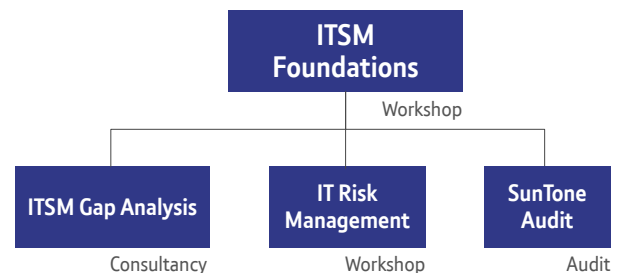
IT Service Management (ITSM) is the top-down, business-driven approach to IT management that specifically addresses the strategic business value generated by the IT organisations and the need to deliver superior IT service.

The Information Technology Infrastructure Library (ITIL) offers the world’s most widely accepted approach to ITSM, furthering the goal of aligning IT with business goals and practices. ITIL provides a framework for both the organisation of ITSM as well as a cohesive set of industry best practices.

The SunToneSM Service Excellence Model is Sun Microsystems’ reference model for the delivery of IT as a service, providing a practical approach to IT Service Management based on real experience. Aligned with industry-standard frameworks such as ITIL/BS15000, COBIT, ISO17799, CMM, etc, the model uses defined and proven service delivery and management best practices to help you instill process excellence in the delivery of IT as a service. SunToneSM ensures that a service provider can meet, or even surpass, its service level commitments through a risk management approach and a sharing of industry best practices.

BT Frontline’s ITSM practice focuses on COBIT’s delivery and support domain and covers the following areas:

ITIL Service Delivery	ITIL Service Support	Additional Areas from SunToneSM
<ul style="list-style-type: none"> • Service Level Management • Availability Management • Capacity Management • IT Service Continuity • Financial Management 	<ul style="list-style-type: none"> • Configuration Management • Service Desk • Incident Management • Problem Management • Change Management 	<ul style="list-style-type: none"> • Service Architecture • Security Management • Data Centre Management • Facilities Management



Key:
ITSM IT Service Management

Consulting Services for IT Service Management

Our Consulting Services continued

Business Continuity and Disaster Recovery

The Disaster Recovery Institute defines business continuity as the ability of an organisation to ensure continuity of service and support for its customers and to maintain its viability before, during and after a disaster or disruption. Disaster recovery covers the activities and programs designed to return the entity to an acceptable condition.

BT Frontline's Business Continuity and Disaster Recovery practice supports COBIT's planning and organisation and delivery and support domains.



Key:
BCP Business Continuity Plan BIA Business Impact Analysis
DR Disaster Recovery IT DR IT Disaster Recovery

Consulting Services for Business Continuity and Disaster Recovery

Key Highlights

- IT Governance
- Enterprise Architecture Planning
- IT Service Management
- Business Continuity and Disaster Recovery

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About BT Frontline

BT Frontline, a wholly owned subsidiary of British Telecommunications plc, is a regional leading provider of end to end IT services. BT Frontline offers IT consulting, IT infrastructure, IT security solutions, enterprise application solutions, system integration as well as outsourcing to help companies harness IT so as to drive operational cost efficiency as well as business growth. BT Frontline is part of BT Global Services, the largest provider of network services in Asia Pacific.

Established in 1993 and headquartered in Singapore, BT Frontline has more than 5,000 professionals (direct and indirect) in ten key markets in Asia — China, Hong Kong, India, Indonesia, Malaysia, Singapore, Philippines, Taiwan, Thailand and Vietnam — to meet the specific needs of corporate organisations across a continuum of industries.