

# IT-Management



A successful IT management strategy leads to continuous improvement of the company's processes and services to meet changing business requirements. Ultimately, it is important that the IT management strategy is tailored to the specific needs and goals of your company. Our expert consulting and planning support you in achieving the desired results.

Our key areas of focus include:

- Compliance & Governance (NIS-2, MaRisk, BAIT, VAIT, DORA, EBA, etc.)
- Outsourcing Management
- IT Process Design & Implementation (ITIL, CoBit)
- Business Continuity Management
- Project Management (PMO)
- IT Strategy & Quality Management
- Lean Agile Project Management (SAFe, Kanban, etc.)

We deliver.



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## Overview



Service Support			Service Delivery		
Service Desk	Incident Management	Problem Management	Service Level Management	Financial Management	Continuity Management
Configuration Management	Change-Management	Release Management		Availability Management	Capacity Management

Regular Business		Technical Management		Information Management		Management Functions	
Data Archiving		Disaster Recovery					Escalation Management
Operating	Security	Application Support	Capacity & Performance Planing	Reporting		Quality Management	Concept Review
Installation & Upgrade Service	Monitoring	Testlab	Database Management	License & Asset Management	Service Level Management	Release Management	Change-Management
User Helpdesk	Backup & Restore	System Management	Network Management	Document Management	Accounting	Personal & Organisation Development	IT-Management

We deliver.



# IT-Risk Management & Governance



Regulation leads to profound changes. Our goal is to prepare your IT for the regulatory challenges arising from the following legislative requirements:

MaRisk, BAIT, VAIT, EBA Guidelines, DORA, and others.

In the area of the **Digital Operational Resilience Act**, or **DORA** for short, we offer you the following consulting services:

- Analysis and improvement of network resilience against cyberattacks
- Analysis and enhancement of IT security incident management: Integration into overall processes, reporting channels, central contacts for authorities, and dissemination of information to a central location, etc.
- Analysis and improvement of provider management regarding infrastructure resilience against potential damage that could be caused by third parties. This includes contract reviews, reporting/monitoring requirements, and the creation and review of the outsourcing register.

We deliver.

