CAI's IT METRICS & PRODUCTIVITY INSTITUTE

CAI Europe

Orchestrated Knowledge
Ethical Consulting Guaranteed

CIO's Guide to Risk Management

Agenda

- **Introduction**
- *Colin Beveridge*

- **What is IT Risk Management?**
- *Nick Spanos & Gavin Martin*

- *break*

- **Making the Change – The Management Context**
- *Sue Rule & Phil Standing*

Introductions

Computer Aid, Inc

- 30 Years in IT Consulting Services Business
- Privately Held Entrepreneurial Organization
- 3,000 Associates Worldwide
- $300 Plus Million in Revenue in 2011
- Offices in 34 U.S. Metropolitan Areas
- Global offices in Toronto, London, Sydney, and Kuwait, Singapore
- Off-shore delivery: Philippines, China, Argentina, Ethiopia, and India
- Headquarters: Allentown, Pa.

Microsoft GOLD CERTIFIED Partner

IBM Business Partner

Lotus Premium Partner

ORACLE PartnerNetwork MEMBER PARTNER

CAI Managed Services

- **Application Support Outsourcing**
  - Assume full responsibility for support
  - Fixed Price
  - Service Level Commitments
  - Continuous Improvement Commitments

- **Application Development**
  - Fixed Price Proposals
  - On-Time, On-Budget, High Quality, Warranty

- **Help Desk Outsourcing**
  - Service Level Commitments
  - Fixed Price

CAI's IT METRICS & PRODUCTIVITY INSTITUTE

CAI Clients

Manufacturing
AIR PRODUCTS · Cordis (a Johnson-Johnson company) · HERSHEY'S The Hershey Company · ANALOG DEVICES · tyco Electronics · Unilever · GM · Johnson Controls · Bausch & Lomb · ROHM HAAS

Retail
RITE AID · Royal Caribbean INTERNATIONAL

Financials
CIT

Transportation / Logistics
exel · FedEx

Services
EDS · CITRIX · SAP · VeriSign · AMERICA Online · NEU STAR

Insurance
BlueCross BlueShield of Florida · PENN TREATY · care fulfilling lives · Excellus · HIGHMARK · RADIAN · CHUBB · KEYSTONE MERCY HEALTH PLAN

Utilities
Exelon · ppl · .TELE2

Government
DISA · NATIONAL GUARD · NAVSUP · USDA · DFAS · USALims · USAHerds · cta

Education
PASSAIC COUNTY COMMUNITY COLLEGE · MITCHELL COLLEGE · DeSales UNIVERSITY · Delaware State University