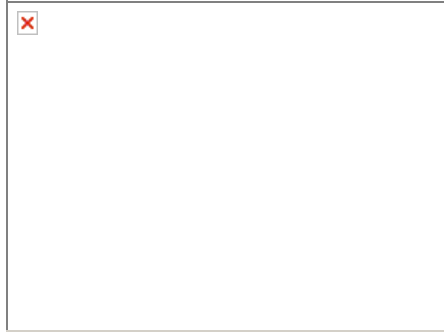


Programme Assurance



IT Programme Management – Integrated processes, tools and templates to plan, manage, control and execute change. Based on size and complexity, services can be delivered at either a project or programme level.

Project Support Office – Provision of technology professionals with specialised skills on a temporary or a whole project basis. Kingston Smith Consulting will typically augment your own staff.

Technology Requirements Specification – Identify the specific user requirements, functions, and business rules for the system and then broadly analyse these to identify appropriate technical solutions and options.

Project/Application Pre- and Post-Implementation Review – Pre-assess project preparedness to enter the execute phase using an accepted methodology such as PRINCE2. Post-implementation review is conducted some months after implementation to evaluate the achievement of the project objectives and identify any lessons to be learned.

Off-Shoring, Outsourcing, Call Centres and Shared Services – Explore efficiencies across the enterprise and identify support delivery more focused on customer needs. Shared services are more than just centralisation of consolidation of similar activities on one location; to be most cost-effective, this means running these service activities like a business. We can provide input to the relevant contracts and service level agreements to maximise results and ensure that the requirements of the client are not compromised. The following are services we can provide:

Offshoring and Outsourcing

- Governance and Risk Management
- Internal Audit and Best Practice
- Application Development and Maintenance
- Call Centre Thought Leadership

Vendor

- Selection & Proposal Evaluation
- Due Diligence
- Pre- and Post-Contract Review
- Governance Framework
- Self-Assessment
- Service Level Management
- Contract Management Review

Call Centres

- Internal Audit and Best Practice Reviews
- Onshore/Offshore Governance
- Technology - Service Delivery Enablers
- IT Cost Reduction
- Benchmarking
- Effectiveness Measuring

Business Continuity Management (BCM)

Business Process Outsourcing (BPO) and Shared Service reviews

Compliance with Legal and Regulatory Requirements

Sourcing – Supplier Risk Management / Service Management

Supplier Performance Management, Monitoring Delivery of Services

Third Party Supplier IT Security Management/Assessment

Exit Strategy developing and Exit Plan (Managing geopolitical risk/supplier failure/service level failure)

Our People

- [Mark Child](#)
- [Dennis Olszewski](#)
- [Kerry Latzias](#)
- [Mo Flaifil](#)
- [Paul Barks](#)
- [Tessa Beane](#)
- [Tim Wright](#)
- [Shourik Chatterjee](#)
- [Katharina Jelly](#)

White Papers

- [What's Lurking in your Legals?](#)
- [Virtualisation - The Fuss, The Buzz and The Audit](#)
- [IT Audit - Are You Keeping Pace?](#)
- [Replacing the EU Data Protection Directive](#)
- [Are you just going with the \(data\) flow?](#)
- [Data Protection Services](#)
- [Mobile Computing: Rise of the Machines!](#)
- [Cloud Computing - Is your Head in the Clouds?](#)
- [Technology Risk Management Solutions](#)
- [Forensics - What's the Worst that could Happen?](#)
- [Data Protection Time Bomb](#)
- [Should you be ISO/IEC 27001 Certified?](#)
- [A Des Res for your Data](#)
- [Silent Witness](#)
- [Gaming - Do you Feel Lucky?](#)
- [Are you Eating Dry Cream Crackers?](#)
- [IT Governance: Lead On!](#)

Case Studies

- [ISO/IEC 27001 Information Security Certification](#)
- [IT Effectiveness Review](#)
- [Data Privacy Framework Enhancement](#)
- [Data Protection Programme](#)
- [ISO27001 Readiness Review](#)
- [Software Specification](#)