Governance as a Service

S&P 500 Payment Technology & Financial Services Company

BUSINESS PROBLEM

Cloud first and DevOps first mandates had been made by the CIO with aggressive calls to implement these and migrate workloads into them. Existing change control and governance frameworks were very robust, inclusive of a 32-gate change procedure in line with SEC and FINRA requirements – but they were prohibitive to the adoption of agile development and delivery processes . The CIO tasked the governance leadership to define and implement a new model that retained all the required compliance and security requirements but empowered agility in the organization.

PROJECT OVERVIEW

The Change and Risk Management team were looking to define the roles, responsibilities and processes to empower innovation. To define this target state, they looked to GreenPages' Advisory Services on what modern change and risk management looks like, what could be automated, and what guard rails were needed, including:

- What impact Public Cloud and DevOps tool chains have on Security and Change
- How to modify key aspects of governance to support transformation, including:
  - Service Request Management
  - Change, Capacity, and Deployment Management
  - Risk, Incident, and Problem Management
  - Patch Management & Vulnerability Remediation
- Definition and Implementation of a target state operating model that supports and empowers innovation and time to value

COST IMPACT

- 300% increase in agility driving
  - Revenue acceleration
  - Brand differentiation
  - Customer experience enhancement

RISK IMPACT

- Elimination of human error with the automation of security and compliance requirements
- Simplified reference frameworks, "Guard Rails" driving standards, and reduced architectural creep
- Embedded controls with defined escalation and communication paths
- Audit trails embedded in logging

SERVICE IMPACT

- Federated Governance and Security Structure.
- Automation of 32 manual change gates – acting as an incentive to move into the cloud
- Embedded Security controls and pipeline-based static and dynamic code analysis
- Deployments daily v Bi Weekly or Monthly