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Keynote presentation: "Governance for IT Shared Services: Assuring Post-Implementation Value"

In acknowledgement of their increasing responsibility for providing IT support on a shared-services basis throughout the company, the role of enterprise IT executives is evolving from a traditional management to a governance role. In this new role the primary responsibility for CIOs and IT managers is to establish IT operations policies company-wide and to allocate funds in support of these policies, making sure that IT investments are fully leveraged and used to deliver value to lines of business throughout the enterprise.

In this presentation, HP Global Director for Enterprise Architecture and Governance Mike Hill will cite his company's experience working with companies in discussing best practices for IT executives in assuming an active, collaborative governance role. Mr. Hill will describe options for systems and processes that can be implemented once a service-oriented enterprise architecture is in place and the transition to a value-based shared-services model is completed.

Talking points:

- The seven benchmarking proof-points for IT shared services
- Role of IT staff in day-to-day management of governance policies
- Assessing the cultural impact of shared services implementation; changes in operational relationships; role of change management
- Effective portfolio management in assuring delivery of IT value
- Delivering results based on value milestones, not arbitrary project deadlines

Charles Ashman

Charles is Practice Principal, HP Consulting and Integration Europe, Middle East and Africa and one of HP's leading strategic senior business managers and IT consultants. He is ITIL certified and has over 30 years experience in the management of IT business and IT solutions to meet complex business and social requirements. He gained this experience whilst working in senior consulting and operational management posts.

Charles began working for HP in 1990, and has undertaken extensive assignments not only in the IT industry but also the telecommunications, financial, manufacturing and public sectors.

Having held his current position since June 2005, Charles' role involves the managing of new solution launches and business improvement programmes, including the IT Shared Services consulting initiative launch. Prior to this, Charles held positions based in the Middle East, working in HP's Enterprise, Server and Storage division, ultimately managing the Server, Storage and Software sales, marketing and product management unit. Before moving to his current role in Consulting and Integration within the HP Services division, Charles held the role of Middle East director, pre-sales for what was then the HP Customer Solutions Group.