

## GUIDELINES FOR INFORMATION TECHNOLOGY SYSTEM UPGRADES / IMPLEMENTATIONS

Right Way™

### DLA'S QUALITY GUARANTEE



Over the past nine years, DLA has delivered significant hours of risk, control, and compliance consulting.

A significant amount of this work has involved testing IT controls and assisting with IT management issues.

Because DLA is both an experienced compliance firm and an IT consultancy, we can guarantee the compliance of our work:



### VALUE, RISK AND TECHNOLOGY

- Information Technology (IT) is one of the most high-value/high-risk processes in business.
- IT has become an increasingly high-value process as it has grown to play an indispensable role in enabling the operations of all types of public and private-sector enterprises.
- At the same time, IT has proven to be a stubbornly high-risk process because of the inherent complexity of the underlying technology components and the management challenge of achieving an effective "fit" between IT and the processes it supports.
- At the heart of both the value and the risk of IT is the strategic issue of how best to manage change.

### MANAGING IT CHANGE

- IT change is best managed through use of a System Development Life Cycle (SDLC) methodology. Historically, SDLCs were voluminous publications that mandated excessively detailed, procedure-bound, and time-consuming analytics and documentation.
- By comparison, RightWay™ is an abbreviated, adaptable set of guidelines that points the way to processes, tools, and techniques that have been most effective in planning and managing IT change.
- RightWay™ provides a management framework that clarifies the process of IT change, facilitates communication, reduces risk, strengthens control, overall, enhances quality and value to the company.

### USING RIGHTWAY™

**DLA recommends that RightWay™ be deployed in the following manner:**

- **Education and Training:** Initial education and on-going training are required to "socialize" key messages about roles, responsibilities, and the overall change process that RightWay™ represents.
- **Adaptation to Specific IT Initiatives:** Only a subset of the standard RightWay™ model may apply to any given change, so it is necessary in each case to adapt RightWay™ to achieve an appropriate "fit" for the situation.
- **Continuous Improvement:** Sustained use of RightWay™ encourages the business to graduate to more advanced techniques once the easier ones have been mastered.

# GUIDELINES FOR IT CHANGE: *Right Way*™

*RightWay™ provides the framework for DLA's SASI Compliance Guarantee*

