

# Symantec™ Foundation IT Risk Assessment

Provides an overview of IT risk exposure and guidance on remediation.

## Overview

Today’s organizations are more dependent than ever on IT. As IT dependence increases, however, the potential for an IT failure to disrupt business operations becomes a serious management concern. Through standardization, automation, and adoption of best practices for IT service delivery, organizations can reduce exposure to IT risks, decrease costs, and build greater capacity for IT to drive business innovation.

Symantec helps organizations understand and address IT risk exposure in four key areas:

- Availability
- Security
- Compliance
- Performance

Symantec consultants have decades of experience in IT risk management disciplines. Our experts help businesses prioritize their investments in projects that manage IT risk, cost, and performance for maximum business returns.

## Taking the first step

The Symantec Foundation IT Risk Assessment combines a set of best practices derived from helping numerous large, complex organizations confront IT risk in their environment. This non-intrusive service is designed to help organizations recognize the significance of IT risk and give them a basis for developing a complete IT Risk Management strategy.

The Foundation IT Risk Assessment addresses step 1 of the IT Risk Management methodology outlined in Figure 1.

## Symantec approach

The Foundation IT Risk Assessment includes interviews, workshops, data analysis, and an executive presentation of findings and recommendations. Client executives also receive a report detailing current risks and recommended remediation plans.

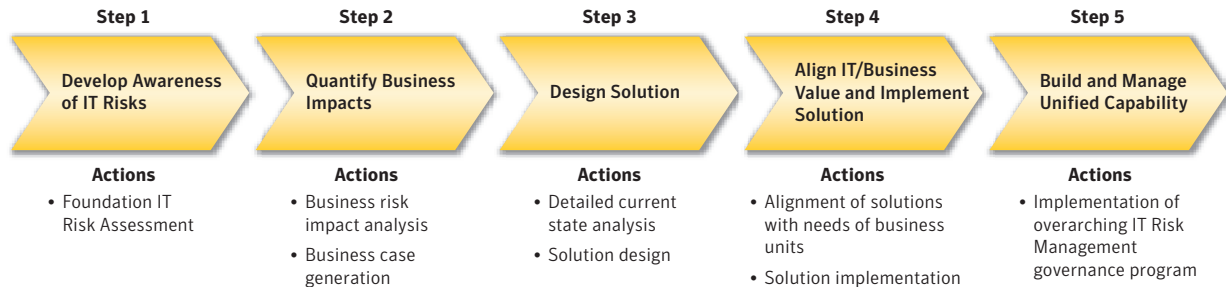


Figure 1. Symantec IT Risk Management methodology

The service includes identifying IT risks and analyzing the points of intersection between those risks and the following key areas:

- Information and data
- IT infrastructure and networks
- People and processes
- Third-party relationships and dependencies
- Organization and culture

Only our most experienced consultants deliver this service, as it requires a significant level of technical and business expertise.

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### Executive Alignment Workshop

Once executive sponsorship has been attained, Symantec consultants run an initial, one-day workshop with key members of the client organization. This workshop is delivered with four objectives:

- Agree on a scope for the Foundation IT Risk Assessment
- Familiarize client participants with the Symantec approach to IT Risk Management
- Capture high-level input on major IT threats within the project scope
- Measure the organizational maturity of the client with regard to IT Risk Management

Once these objectives have been achieved, our consultants can proceed with the knowledge that expectations and objectives are aligned.

### Stakeholder analysis phase

At this stage, Symantec consultants work with the executive sponsor to identify key stakeholders (both internal and external to the organization) and to assign ownership for each of the four areas of IT risk. Owners of the four IT risk areas are responsible for granting the necessary access to people and information within their delegated area.

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### IT Risk Profiling Workshop

Next, the Symantec project team conducts a one- to two-day workshop with all major stakeholders. The workshop is structured to deliver maximum value, with a focus on achieving four main goals:

- Create baselines for current IT risk management policies and practices
- Capture key metrics that indicate the organizational culture of the client
- Start the creation of a “risk register” to log and categorize risks within the project scope
- Create an action plan for the remaining assessment, including action ownership and timelines

The IT Risk Profiling Workshop is normally sponsored (and ideally attended) by the senior executive sponsor for the Foundation IT Risk Assessment.

### Interview phase

Interviews are then conducted with all of the major stakeholders. They typically run between one and two hours and are based on standard interview techniques and proprietary tools that have been developed to help ensure maximum benefit is derived from this time.

At the core of the engagement, the Symantec INFORM tool is used to gather qualitative data from the organization and to generate a gap analysis. In addition, Symantec consultants work with ITIL and ISO 17799 assessment tools.

This phase of the engagement can take anywhere from three to six days, depending on the number of stakeholders that have been identified.

### Data analysis phase

Once all of the stakeholder interviews have been completed, Symantec consultants collate and analyze the data that has been gathered. At this point in the engagement, they may return to Symantec offices, since much of the data analysis that occurs leverages the greater Symantec consultant community.

### Service deliverables

Standard deliverables derived from the Foundation IT Risk Assessment are:

- An executive overview presentation
- A full and detailed IT Risk Assessment report

In the final phase of the Foundation IT Risk Assessment service, our consultants present their findings clearly and concisely to the senior executive sponsor and a nominated

audience. The presentation includes a full executive summary of the organization's IT risk landscape as well as recommendations for tactical and strategic next steps (see Figure 2).

IT Risk Heat-Map				
	Security	Availability	Performance	Compliance
Information and Data	4	4	3	2
Infrastructure and Networks	4	3	2	3
People and Policy	2	3	3	1
Third-Parties	1	2	3	1
Organization	1	2	3	1

Figure 2. Example of an IT Risk Assessment report artifact—the “IT risk heat map”

### Service benefits

The Symantec Foundation IT Risk Assessment service delivers the following benefits:

- Provides a summary of IT risks that is easy to understand
- Offers fast, effective insight from industry experts without months of effort
- Provides tools to help organizations prioritize IT Risk Management investments
- Helps organizations balance IT risks and costs for maximum business returns

### Why Symantec?

Symantec offers comprehensive IT Risk Management solutions that address people, processes, and technology. Our consultants have worked with 95 percent of Fortune 500 companies and possess an average of 15 years of experience in IT Risk Management disciplines. Key areas of IT risk—including security operations and backup—can also be outsourced to Symantec for professional management.

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### More information

*Visit our Web site*

<http://enterprise.symantec.com>

*To speak with a Product Specialist in the U.S.*

Call toll-free 1 (800) 745 6054

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### About Symantec

Symantec is a global leader in infrastructure software, enabling businesses and consumers to have confidence in a connected world. The company helps customers protect their infrastructure, information, and interactions by delivering software and services that address risks to security, availability, compliance, and performance. Headquartered in Cupertino, Calif., Symantec has operations in 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

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