



# JBD Consulting International Service Catalog

## Who We Are

JBD Consulting International is registered as a California company. Although we are based in Southern California, we have provided services to clients throughout the United States, as well as international clients.

## What We Do

Our core competencies and base of experience are in the following areas:

- Project and program management
- Vendor management and governance
- IT Service Management (emphasis on ITIL framework)
- Governance and management controls (emphasis on COBIT)
- Policy and process design, including development and implementation of new policies and processes , and assessment and improvement recommendations of existing policies and processes

One of the competencies that sets JBD Consulting International apart from others is our pragmatic approach. We avoid “blue sky” recommendations that look good on paper, but are not practical when it comes to implementing and sustaining solutions that meet some textbook definition.

Along the same lines, when developing solutions we are careful to match them to client capabilities. We also use the concept of just enough process to build momentum, then building upon those as our clients become more mature and capable. This has the side benefit of fostering morale and professionalism because incremental improvements build workforce confidence.

Finally, when we are developing or assessing policies and processes we build in governance and management controls (a.k.a. control objectives). If your organization is subject to external audits for HIPAA, PCI, etc., or if you have a strong and active internal auditing department these integrated controls benefit both the business and technical sides of your organization.

## Services That We Provide

The following services are designed for short-term engagements of thirty days or less. While we can provide long term services ranging from staff augmentation to major organizational change initiatives, the focus of this catalog is in immediate results that can be delivered at maximum value. In many cases these services can be provided on a fixed price basis, depending on how fully developed client requirements are documented, and the level of commitment and maturity of the client’s workforce.

### Service Type: Design and Development

#### Service Detail and Approach

**Policy Design:** Policies govern how processes are developed, executed and managed. They also include a responsibility assignment matrix in RASCI format (Responsible/Accountable/Support/Consulted/Informed). Requirements are captured in design notes that show goals, existing related policies up to the corporate level and corporate and departmental mission, vision and value proposition statements. The design notes also capture

#### Results and Value

##### Results:

- Design notes: provides traceability to requirements and factors that were considered in the design and development of the policy.
- Written policy that includes applicability, policy statements and roles and responsibilities (in RASCI format).



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required alignments to frameworks such as ITIL and COBIT.

**Value:** The foundation of processes and procedures, including scope and applicability, and a list of associated “thou shalt”. RASCI provides clearly defined responsibilities and accountabilities.

**Process Design:** We approach process design using the policy design notes (if any) or developing design notes from scratch based on the same format and attributes of policy design notes.

**Results:**

- Design notes: provides traceability to requirements and factors that were considered in the design and development of the system map and sub processes.
- Workflow diagram.
- Key metrics.
- Sub processes in ETVX format.
- Integrated governance and management controls.

The design notes are translated into a system map that provides the process owner’s mission and vision statements, identified customers and suppliers, and metrics.

A workflow diagram is incorporated into the system map, followed by identified governance and/or management controls that have been incorporated into the process chain.

**Value:** Fully developed process blueprint that can be used to align processes to whichever tool(s) the client is using. For example, an incident management system map can be used as the basis for configuring a tool such as ServiceNow to accommodate not only the workflow in the system map and its sub processes, but to comply with policies.

Finally, each sub process in the process chain is developed in ETVX (Entry/Task/Validation/Exit) format, which also shows the governance and/or management controls embedded into the sub process.

**Results:**

- List of COBIT governance and/or management controls that should be applied to existing policies or processes (and where they should be inserted.)
- Any associated metrics that should be captured and tracked.

**Governance and Management Controls Identification and Integration:** For existing policies and processes we can develop an alignment strategy to COBIT by identifying the necessary COBIT controls and showing where and how they should be incorporated.

**Value:** Mitigates both business and technical risks associated with the policies and/or processes. Ensures that the policies and/or processes are compliant with internal and external requirements.

**Position Descriptions:** Especially useful for acquiring or assigning existing resources to new roles and responsibilities needed to own and manage newly developed processes.

**Results:** Statement of experience and educational requirements. can be developed in accordance with client’s Human Resources policies, requirements and formats.

**Value:** Unambiguous description of the role, scope of duties and span of control, and detailed expectations of knowledge and experience required to successfully function in role.



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### Service Type: Assessment

Service Detail and Approach	Results and Value
<p><b>Policy or Process Assessment:</b> Our team will examine client’s written policies or processes for:</p> <ul style="list-style-type: none"> <li>• Clarity and understandability</li> <li>• Conciseness</li> <li>• Completeness</li> <li>• Compliance with the client’s standards (if any)</li> <li>• Consistency with other client policies or process documentation with respect to format and elements</li> <li>• Inclusion of governance and/or management controls</li> <li>• Gaps</li> <li>• Non value-adding elements</li> </ul>	<p><b>Results:</b> Findings and recommendations.</p> <p><b>Value:</b> Ensure that policies and process documentation are useable, accurate and complete.</p>
<p><b>Operational Workflows:</b> Our team will examine client’s infrastructure operational workflows for:</p> <ul style="list-style-type: none"> <li>• Standard Operational Procedures</li> <li>• Clearly defined roles and responsibilities</li> <li>• Gaps and risks</li> <li>• Non value-adding elements</li> <li>• Alignment to business requirements per service and operational level agreements</li> </ul>	<p><b>Results:</b> Findings and recommendations.</p> <p><b>Value:</b> Determine if basic operational standards are being met. <i>Does not include security or business continuity.</i></p>
<p><b>Vendor Management:</b> Our team will examine client’s vendor management policies, processes and procedures for:</p> <ul style="list-style-type: none"> <li>• Billing validation</li> <li>• Invoking penalty or bonus clauses</li> <li>• Adherence to contract terms and conditions and SOW</li> <li>• Review and remediation process(es)</li> <li>• Gaps</li> <li>• Other governance controls (or lack thereof)</li> </ul>	<p><b>Results:</b> Findings and recommendations.</p> <p><b>Value:</b></p> <ul style="list-style-type: none"> <li>• Validate that client has adequate controls and processes in place to effectively manage vendors.</li> <li>• Ensure that vendors are delivering complete services and/or products per contractual requirements.</li> </ul>



## JBD Consulting International Service Catalog

### Service Type: Implementation Planning

#### Service Detail and Approach

##### Planning For Implementation of:

- Framework(s); i.e., ITIL, COBIT, etc.
- Policies and processes
- Tools
- Statement of Work execution
- Governance or management controls
- Organizational change

#### Results and Value

##### Results:

- Work breakdown structure
- Network diagram showing critical path
- Schedule (GANTT chart)
- Risk management plan
- Communication plan
- Status report format and triggers
- QA and turnover checklist
- Change and release management plans

**Value:** Complete and comprehensive planning that can be input by the client into client-provided tools and project management system.

#### Base Pricing

Our pricing depends on the type of engagement. We have flexible options ranging from cost plus fixed fee to fixed price to per deliverable.

The cost plus fixed fee is perfect for staff augmentation and low-risk projects. Using this option our rate is computed by taking the fully loaded cost of our resources assigned to supporting your requirements and adding a negotiated profit percentage. The longer the engagement the lower the fee.

Fixed fee (also known as firm fixed price) is ideal for high risk projects in which you have to carefully manage your budget. In this type of arrangement JBD Consulting International commits to a fixed price and assumes the risks. If there are overruns that are through no fault of our client there will be no additional charges. You can get protection against costs associated with overruns by negotiating penalty clauses; conversely the negotiation can include a bonus clause for early completion based on any cost savings that will provide you.

Deliverable based pricing is appropriate with there is low risk to you and JBD Consulting International. You can budget for the work being performed or services delivered and allocate funds in in accordance with an agreed upon progress payment schedule. Typical schedules are 33% of the negotiated price of the deliverable up front, 33% at the fifty percent completion point, and the remainder upon delivery and acceptance.

How do we know when the fifty percent and completion points are met? For deliverable based pricing we will base the deliverable on a work breakdown structure where we can both agree on the fifty percent completion point. Moreover, before a contractual agreement is made, we will submit a deliverable turnover list that provides an acceptance checklist. If you agree to te checklist and the deliverable meets all of the acceptance criteria then it will be considered to be completed and delivered.