

## Case Study: Global IT Development



### Situation

Our client was a leading international oil company with a global spend of around \$2 Billion per annum on IT Technology and systems. In order to improve the value, it obtained from this level of investment they wished to A) assess where they stood relative to international best practice and B) implement a development plan to systematically improve the effectiveness of their organization. INDECO was retained to assist in achieving these objectives.

### Approach

INDECO used its Gap Analysis methodology to evaluate the maturity of the client's programme management IT organization and identify the areas which most needed improvement. This was done for within each region and division of the client organization. Following a series of workshops with the client management a structured development plan was agreed and implemented by the client. This Gap Analysis was repeated every two years to measure and refocus the development plan.

### Impact

Over the period of the assignment the performance of the IT organization as measured by the Gap Analysis progressively improved and this was mirrored by the satisfaction of the client user community.