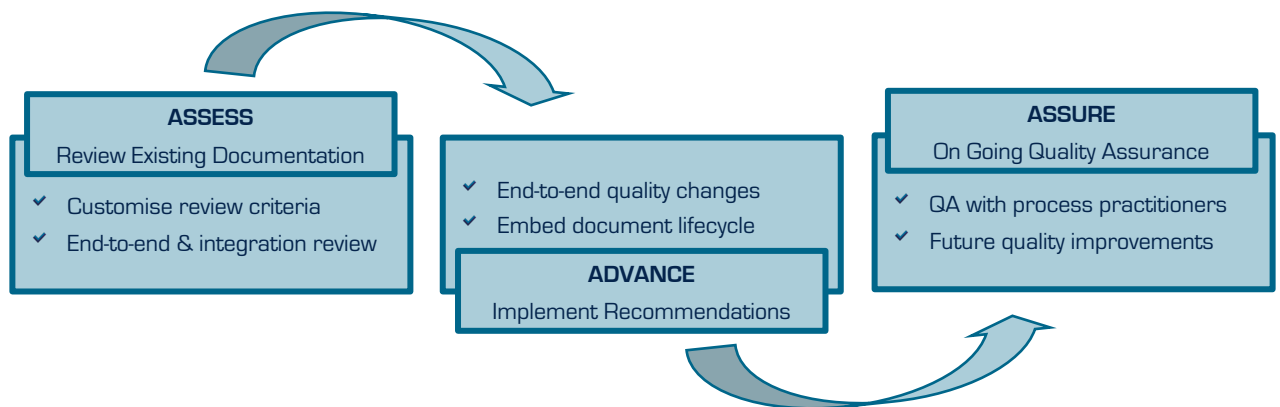


## Assess

Our client was a growing services organisation, looking to raise the standard of its documentation across all business and IT processes and prepare for future investment and scaling.

- » The organisation was preparing for an upcoming audit and external due diligence, and looking to gain the agility to respond to any upcoming business changes.
- » The organisation had a lot of documentation in place, but it was often out of date, inconsistent, disintegrated, and poor quality.
- » A decision was made to fully document the current business and IT processes and introduce a quality assurance review of the business process documentation

## Advance



- » The cibsys team worked closely with the stakeholders to raise levels of documentation completeness. We conducted more than 50 quality assurance sessions with relevant project and business stakeholders.
- » The team embedded a document lifecycle approach for ongoing quality assurance. Each process was assigned a dedicated Process Owner, Process Librarian, and Process Practitioner to assure quality.
- » We also defined the stages that documents undergo from draft to sign-off and implemented consistent versioning practices, adoption of the new process was assured by conducting training of all the client teams.
- » The team continued to identify opportunities for process improvement including change management, problem management, exception handling and escalation procedures.

## Assure

- ✓ Raised levels of document completeness **by over 95% across more than 2000 processes.**
- ✓ Raised the degree of integration between processes **by 45%.**
- ✓ **Successfully transitioned the document lifecycle** approach into the upcoming releases to ensure that current and new projects apply version control and quality process to keep documentation up to date.
- ✓ **Ensured audit and due diligence readiness** across all reviewed processes.