

## Case Study – Interim Management

Itica provided an Interim Head of Information Systems to an existing client on a part time basis.

This enabled the client to reorganise the delivery of their IT services and move to a shared service model.

### Benefits Delivered

- > Flexible resource provided
- > Reduced total costs
- > Experienced management through a time of significant change

## Situation

Our Client is a £300m subsidiary of a FTSE 100 business that has its main operations in Europe and the US, with subsidiary sales offices in Latin America and the Far East.

The Head of Information Systems was seconded to another business division to drive the IT and business process integration of a European acquisition, resulting in the creation of an interim position that reported to the CFO.

The objectives of the interim role were to provide experienced management cover for key elements of the Head of IS role, continue to drive through the existing projects and enable the change to a shared service model.

## Actions

Itica provided an experienced manager for 3 days per week for a nine month period to take on the role.

The responsibilities covered:

- > Team management – "care and feeding" of the UK IT team;
- > Workplan and resource management – planning, prioritisation, review and management reporting;
- > Operational service management – problem escalation point (infrastructure and applications), supplier management, and communication with internal stakeholders as appropriate;
- > IT Project activity oversight – process definition, scoping, technical input as required, and management control and reporting.

### Key Projects – Applications

- > eSpend and support for group purchasing – remedial work; categorisation process; data extraction, automation and validation
- > CRM implementation for a major division – system specification; business case; implementation support

### Key Projects – Infrastructure

- > Relocation of main UK Computer room
- > Infrastructure strategy – after move to Shared Service Centre
- > Shared Service Centre impact planning
- > Voice strategy for fixed line services in the US
- > Common access network roll-out