



Management- und Technologieberatung AG

International Rollout of the ITIL Oriented IS Organization – Success Story –

Version Final
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Success Story (1)



Project	International Rollout of the ITIL Oriented IS Organization
Client	Evonik Business Services GmbH (EBS), BS-IS (IT Infrastructure Services)
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JSC	Mark Donnermeyer, Christiane Skubch
Duration	April – December 2012
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Objectives

- Main objective is to adjust / confirm the already in GE introduced, ITIL oriented IS organization, its task allocation and reporting lines with respect to all regional and site ITs
 - ... so that global, regional and local units will cooperate effectively, smoothly, efficiently, and compliant
 - ... so that organizational design still follows the guiding principles of the “ITIL oriented concept” and of OneIT
 - ... so that division of labor between the 3 layers will be reshaped towards a more standardized, better controllable and fully compliant service delivery

Challenges

- Complexity and variety of current structure and task pattern
- Cultural diversity
- Considerable resistance of major stakeholders

Deliverables

- Setup of a truly global IS organization following clear, easy to understand guiding principles
- Given sufficient room for consideration of specific requirements of the regions and sites
- Precise specification of accountability / responsibility for all IS services and governance tasks (RASCI based)
- Confirmed allocation of each employee incl. his / her reporting lines
- Moving initial resistance towards a collaborative cooperation in the implementation (communication)

Quotation

*„Ich war beim ... Zuhören ... selber etwas erstaunt, was wir da alles auf die Beine gestellt haben - vom CFO in China wurde richtigerweise bemerkt, dass wir damit zum ersten Mal einen wirklich global aufgestellten Service innerhalb der Evonik haben
Der Input seitens JSC für SIS war wirklich sehr gut und hilfreich – hätten wir alleine ... nicht geschafft.
Großen Dank an ... Frau Skubch bzw. Herrn Donnermeyer!“*

JSC Management- und Technologieberatung AG



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- founded in 1991
- located in Eltville (near Wiesbaden), Germany
- independent

- focus on life science products, chemicals, (fast moving) consumer goods

- partner network for turnkey solutions



- only senior and management consultants
- multi-disciplinary team (chemists, pharmacists, physicians, mathematicians, IT professionals, business economists, sociologists and psychologists)

- team oriented and customer focused approach
- dedicated to quality and striving for first class results
- fact driven and application of sound methodologies

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