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“A one-stop shop for EUC governance”

Partnering with a major German asset manager to establish a sustainable EUC management framework.

d-fine

Due to their low development costs and great flexibility, End User Computing (EUC) applications are well suited to driving business innovation. They often serve as a platform for rapid product development and delivery. Businesses that value rapid time-to-market for their products can benefit significantly from using EUC applications, and these applications, once deployed, typically become part of the ‘business as usual’.

The key challenge for our client, who made significant use of EUCs, was a lack of transparency, management and control. The client asked d-fine and ClusterSeven to help establish a sustainable EUC governance structure. The project goal was to shine a light on the Shadow IT environment, and to gain full control over of the EUC applications in the organization, while continuing to maintain the business flexibility and capacity to drive further innovation.

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The Challenge

Implementing a Green Field EUC Management Solution

Designing and implementing an EUC governance structure from scratch presents a challenge for institutions, as well as many opportunities. Above all it requires careful planning. A project typically comprises three core elements. Defining an EUC policy and building an EUC inventory is essential, as well as defining the processes that assure the accuracy and completeness of the inventory. The final element is implementing management reporting.

Working closely with the client, d-fine developed an EUC policy that was supported by all the major stakeholders. A program of interviews and workshops secured the commitment of business users, as well as their support as the project proceeded. This process ensured that the final EUC policy assured the enhanced level of transparency the client required, which helped augment its risk management. It also helped the business to improve the quality and the robustness of its EUC assets, without disrupting the business.

In parallel to developing the policy, d-fine utilized the ClusterSeven solution to perform a scan on the customer's network and SharePoint drives, to identify potential EUC applications.

Advanced filtering capabilities in the platform helped reduce the number of candidate files from approximately 60 million to 6 million. Given this still significant volume, d-fine implemented a more granular scan, based on the client's risk drivers, to reduce this number to around 30 potential EUC applications per user. These were assessed for their criticality, as defined in the customer's EUC policy. This analysis proved invaluable when setting up the inventory of EUC applications.

The policy definition, and the comprehensive scan has helped to deliver a customized inventory system that allows the tracking and monitoring critical EUC applications.

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The Solution

Discovery

ClusterSeven's Discovery platform is an ideal solution to identify potential EUC applications across the client's IT estate. To maximise the value of using Discovery, d-fine conducted a thorough analysis of the results and presented the key findings to the client in workshops. This combination of a top-down and bottom-up perspective gave d-fine the chance to perform 'ad hoc' analyses on customer-specific areas of interest. The solution also enabled risk management teams to identify new EUC applications that may emerge as user continue to deliver new products and services and develop new EUCs.





Inventory Management System (IMS)

IMS is most effective when used in conjunction with a well-defined EUC policy. d-fine leveraged IMS' highly customizable functions to implement a client-specific solution that captures all the customer's requirements. IMS helps to deliver a streamlined EUC registration process, but also helps manage the EUC application over its lifetime. Automated workflow functionality helps the client manage issues such as the decommissioning of EUCs, the remediation of missing controls on EUCs, as well as the re-approval of an EUC application.

Furthermore, IMS provides extensive reporting and auditing capabilities that help assure the quality of critical applications. This is especially valuable when migrating critical EUC applications into corporate IT applications.

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The Benefits

The solution has provided significant benefits for the client. Risk management teams now enjoy much greater transparency and visibility of EUCs across the business, helping to enhance its operational risk. Business areas are able to improve the quality of their EUC tools, guided by the EUC policy.

The IT function can help them identify those areas that need the most improvement, and help assure the highest standards of application development are applied.

“ IMS has also enabled both users and the risk management teams to quickly gather and maintain information on critical EUC applications, helping maintain the ability to innovate new applications, products and services.

The customer has also profited from the strong collaboration between d-fine and ClusterSeven. While ClusterSeven has provided a state-of-the-art software solution, d-fine brings its experience in drafting EUC Policies and implementing customized solutions that have delivered an effective EUC governance project. d-fine supports the customer on-site, to assure the fullest coordination and communication on the project, which helps provide a one stop shop for the client.

This approach underpins a dynamic implementation process that helps ensure constant exchange of ideas and feedback with the client, to help provide a valuable and sustainable solution.

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