

# IT GRC: A Framework for Success

- Improve IT Operations
- Limit Risk
- Streamline Policies
- Refine Procedures
- Catalogue Skills
- Diagnose Root Causes



## THE CHALLENGE

Like many businesses, Dairyland Power Cooperative (DPC) was a business in motion, constantly evolving to suit an ever-changing business climate. Their IT organization responded in kind, modifying procedures and adapting to the dynamic needs of variable staffing levels, changes in management, and the never-ending need for new technologies. Inevitably, the annual external audits would return significant findings. The IT Director would draft a new policies to address the findings.

This approach meant the policies often overlapped and quickly became outdated. The IT staff was forced to bypass the obsolete policies in their rush to respond to other organizational demands. DPC's IT Department needed to get to the source of their issues and establish a solid framework to guide operations if they wanted to get a handle on the findings once and for all.

## THE CLIENT

DPC is an electricity generation and transmission cooperative that provides power to 25 member systems, 255,745 total member-consumer electric meters, 19 municipal customers, and approximately 575,000 consumers. DPC has 599 employees, 294 substations, and 3,111 miles of transmission line. They are committed to providing members with extraordinary value and service.



*"...you guys (Securance) are the best group of consultants we have ever had in here. You've already had a significant impact to our organization."*

Brian Boettcher,  
IT Director,  
Dairyland Power Cooperative

# THE SECURANCE SOLUTION

DPC's IT director decided it was time to implement a formal IT governance, risk and compliance (GRC) framework to address the root cause of their issues. After an exhaustive search, he selected Securance Consulting to partner with his organization. DPC decided to use the COBIT framework. It had benefits that suited their organizational structure and the external auditors also used it.

Our team worked with DPC to conduct an IT risk assessment and to create IT policies and procedures that would replace the patchwork of draft policies from years past.

## Address the Cause, Eliminate the Problems

Limiting risk, creating a structure for day-to-day procedures, and relying on established policies takes less time and effort than having to figure everything out as you go along. It sets expectations for the business and the IT department, meaning both can focus energy on improving business conditions and enhancing productivity instead of putting out fires. Like many of our clients, Dairyland found that a solid IT GRC framework was an investment that would pay dividends for years to come.

If your organization is ready to realize the benefits of IT GRC, Securance consultants can help you achieve your goals, on time and within budget.

## GRC Implementation Overview

- Interview select executives and senior managers
- Review existing IT policies, procedures, & forms
- Interview key IT personnel
- Develop an IT skills matrix
- Produce an IT segregation of duties matrix
- Identify IT risks
- Prioritize IT risks by likelihood & impact
- Identify and define policies, methodologies, & procedures
- Develop IT forms that assist personnel with the changes
- Map IT risks to the chosen framework
- Train IT personnel in the use of new policies & procedures



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