

# INTERFACE RESTRUCTURING BETWEEN BUSINESS AND IT DEPARTMENT



## Client

- One of the largest European facility management companies with more than 6'000 employees and sales of Euro 1 billion p.a.
- Owned by a leading European telecommunication group

## Starting position

- An organizational change required the adjustment of the interface between business and IT
- Objective is the restructuring and standardization of all contact points between business and IT

## Approach

- Analysis of actual roles and responsibilities between business and IT
- Analysis of business priorities and expectations towards the IT
- Optimization of IT roles based on external best practices and business expectations

## Results

- IT roles aligned with business expectations
- Standardization and implementation of roles and responsibilities as well as the interface between business and IT department