



# A Letter to Santa-Audit

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# Dear Santa

This year I was a very good Manager !

I was very busy supporting my company and I created some magic myself...

- I have reduced the cost of Support Contracts
- I have kept the level of support by increasing the contribution of internal personnel
- I have pressed people to get their annual leave days



# Dear Santa

- I have reduced the overtimes and the use of mobiles
- I have reduced the cost of Software Licenses
- I have reduced the total value of spares on stock
- I have reduced the value of support contracts by getting more spares in-house
- I have updated all my working instructions
- I have completed 120 hours in team coordination meetings, 86 hours of Project management meetings and survived through 104 hours in management meetings!



# Dear Santa

- I have also another 160 hours of meetings I remember nothing about them !!! Sorry Santa ...
- I have closed most of High and Medium items of previous years' Audits!
- I have gone through Internal Audit...
- I have gone through Statutory Audit...
- I have gone through other Units' Internal Audit ...
- ... so now I have more findings for which I need budget and resources I do not have...



## I wish they could understand that...

- Technology is an ever-changing tool driven by requirements (compliance or entity-centric);
- therefore IT deployments tend to be reactionary rather than a continuous, proactive process;
- Internal Audit has an enterprise-wide purview and can provide an advance synthesis of requirements



## I wish they could understand that...

- Segregation of duties when short of staff ...  
I can do some magic, but I am not God!
- Need to suggest some other forms of control;
- If you suggest design, technology, tools, process, then strong evidence and benchmarking are required;
- IA is in a position to be a risk catalyst.  
IA can be very helpful in identifying and eliminating redundancies in risk coverage

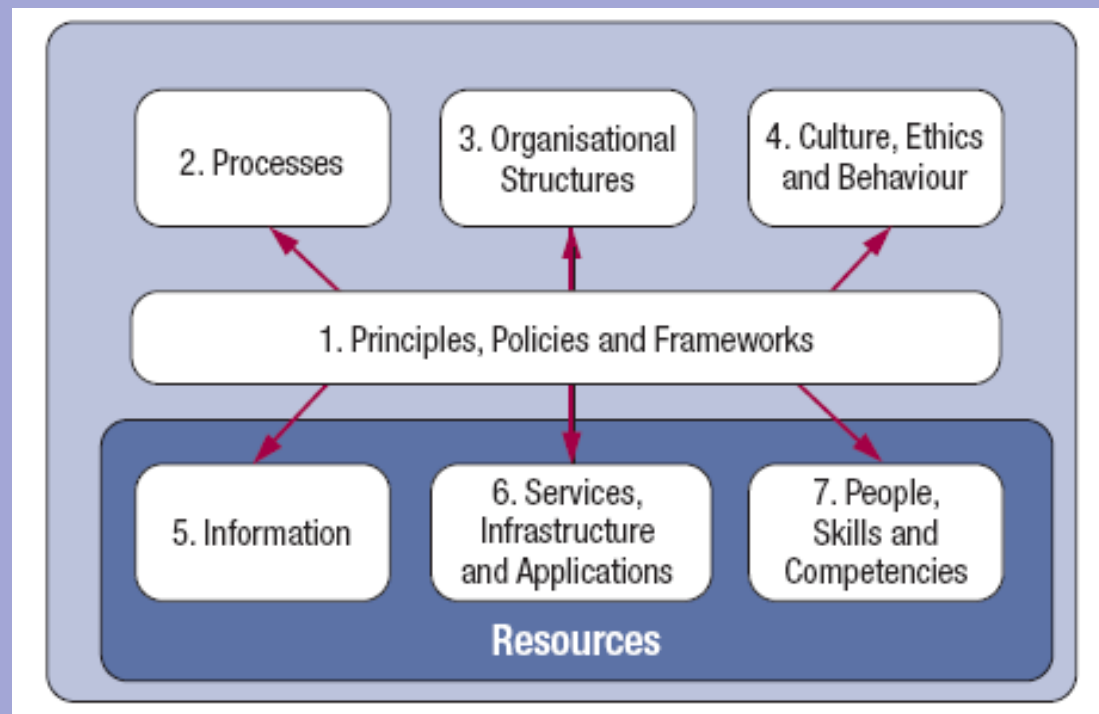
# I wish they could build on...

- Adopting a value driven mindset
- IT Service Management implementation, based on COBIT & ITIL
- COBIT 5 incorporates Audit, Governance, Value, Risk and Management



# I wish they could build on...

- Factors that, individually and collectively, influence whether something will work;
- IA to drive specific goals cascade, i.e., define what the different enablers should achieve







# I wish they could build on...

- Standards and best practices for the effective management policies and procedures
- Service Strategy and Financial Management based on Stakeholder Needs asking :
  - Who receives the benefits?
  - Who bears the risk?
  - What resources are required?

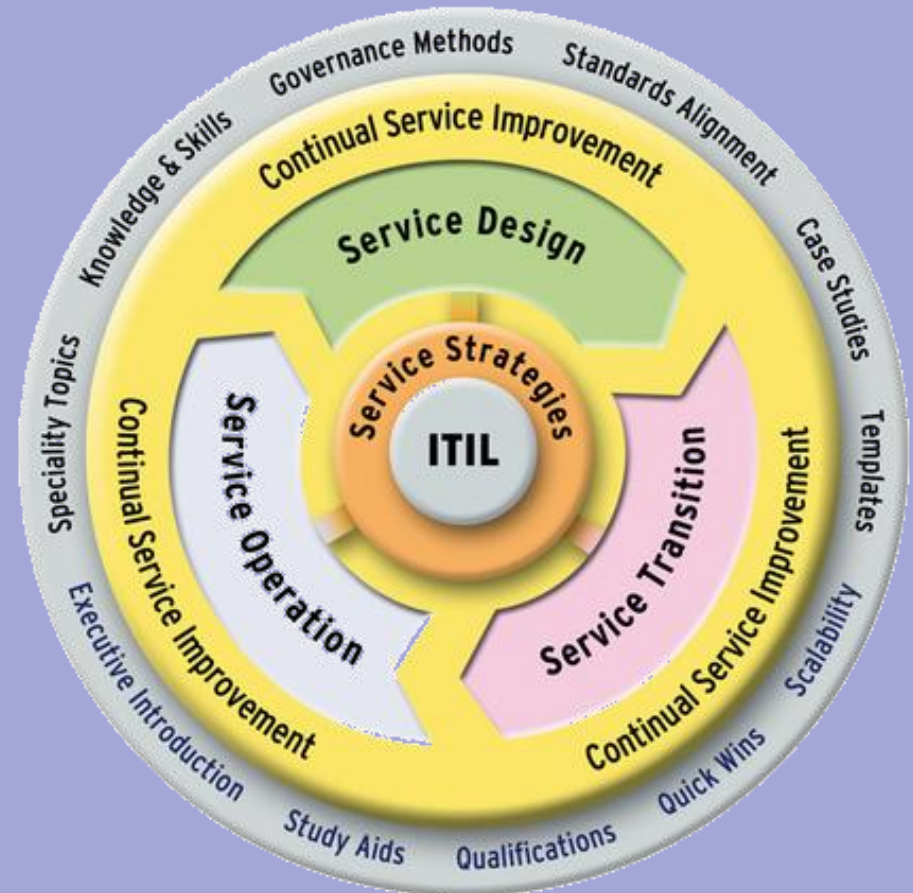
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**ITIL Increases :**

- Ability to anticipate resources
- Transparency for cost elements

**ITIL Establishes:**

- Demand management
- Investment Support



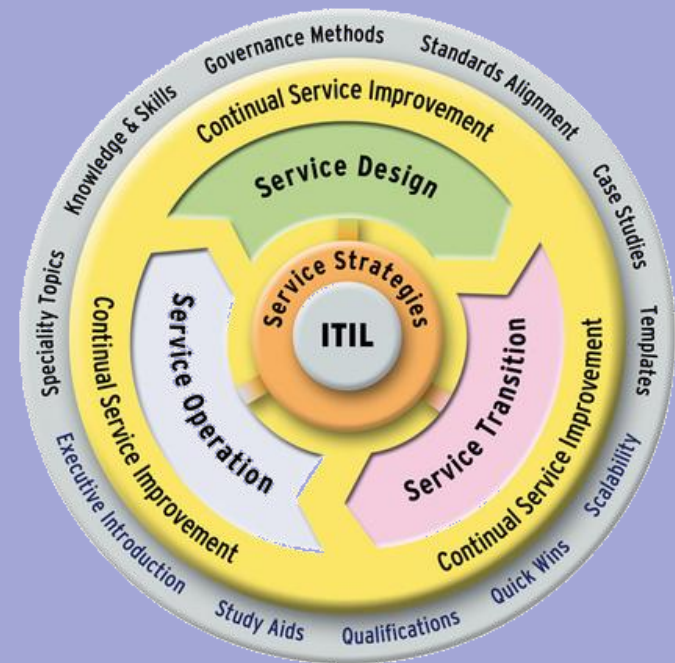
# I wish they could build on...

ITIL in order to drill into Service Design, and ensure:

- Timely deployment
- Skills to operate, training needed

Anticipate:

- Organizational changes
- Any collateral issues for other systems/services
- Operational cost
- Security and Business continuity





# So Dear Santa

Please

- Make all the reports maximum 3 pages, font size 16...
- Make all audit findings aligned to corporate strategy & identified risk and driven by value creation
- Please ,pretty Please ... either make the Greek debt disappear or somehow make the market work ...

**My Warmest  
Wishes  
to all of you**



**Thank you!**

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