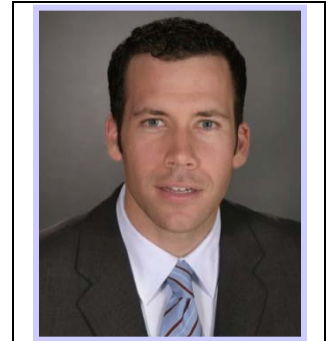


**“By design, not afterthought!” - A case study in embedding
Security & Compliance into IT Services**

Michael J. Robinson

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Core Competencies – C32

Session Abstract

This presentation will provide a brief overview of how the guidance from frameworks such as ITIL, CobiT, and ISO/IEC 20000 can be used to ensure that security, risk and compliance considerations are built in to an IT organization’s services and Service Level Agreements (SLAs). Specific topics will include:

- Comparing & contrasting how organizations are leveraging ITIL, CobiT, and ISO/IEC 20000
- A case study in how McKesson IT is:
 - Shifting from a technology-centric to a more service-centric engagement with its customers
 - Including security, risk and compliance requirements when defining internal IT services
- How both IT and external Security, Audit, Risk and Compliance professionals could use ITIL and CobiT in order to provide and evaluate evidence for SSAE-16 assessments.

Target Audience

The target audience for this session includes anyone interested in gaining insight into current trends in the usage of the ITIL and COBIT frameworks.

Skill Level - Intermediate / Experienced

Profile – IT service providers and Security, Audit, Risk, and Compliance professionals

Occupational Experience -

- IT Security, Audit, Risk, and Compliance Managers
- Business Managers that want to understand IT-related control objectives and why they matter

COBIT Objectives

PO1.2 Business-IT alignment
PO9.4 Risk assessment
DS1 Define and Manage Service Levels
DS2 Manage Third-party Services
DS5 Ensure Systems Security
ME1 Monitor and Evaluate IT Performance

Speaker Bio

Michael Robinson is currently Sr. Director of Service Management for McKesson IT and has over 18 years of experience leading the definition, marketing, selling, and delivery of IT products and services.

Michael is a certified ITIL® v3 Service Management Expert and an ITIL® v2 Service Manager. His expertise includes large-scale project & program management, service portfolio definition, process improvement, functional design, and organizational change management. Michael is an educator, consultant, and frequent speaker at IT Service Management events, including itSMF Fusion and ISACA San Francisco conferences.