Risk and Control Considerations for Outsourced IT Operations

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Core Competencies – C32

Session Abstract

Companies continue to outsource (onshore as well as offshore) IT operations and processes to IT service providers around the globe. Key functions that are being outsourced include, but are not limited to application development, IT infrastructure management, cloud computing, research and innovation, along with traditional processes such as IT helpdesk and call centers. What benefits does outsourcing provide? What are the risks companies need to consider? How do you audit outsourced IT operations? How do you provide value to your client/stakeholders?

This session will focus on:

- Current trends in IT outsourcing.
- Benefits of IT outsourcing.
- Risks and controls to be considered for outsourced IT operations.
- A risk based approach to auditing outsourced IT operations.
- A case study of a risk based audit of a key offshore/onshore third party IT services provider for Safeway, which is being leveraged for application development, IT infrastructure and innovation.

Target Audience

IT Audit, Governance, Risk, Compliance and Security professionals, Managers, Directors, VPs. Beginner, Intermediate.

COBIT Objectives or Practices

AP009 Manage Service Level Agreements
AP010 Manage Suppliers
MEA01 Monitor, Evaluate and Assess Performance and Conformance
MEA02 Monitor, Evaluate and Assess the System of Internal Control
MEA03 Monitor, Evaluate and Assess Compliance With External Requirements

Speaker Bio

Adnan is a technology and business risk management professional. Adnan has over 10 years of progressive experience in IT security, privacy, audit, governance, risk, compliance, management consulting and system analysis and implementation. Adnan is currently serving as a Supervising Sr. IT Auditor at Safeway Inc. Adnan has several years of experience in the area of risk based review of 3rd party IT service providers, including offshore, onshore and cloud based service providers. Adnan has a Master's degree in Computer Science and a Bachelor's degree of Engineering in Information

Technology. Adnan has the following certifications: Certified Information Systems Auditor (CISA), Certified in Risk and Information Systems Control (CRISC), Certification in Risk Management Assurance (CRMA) and COBIT Foundation Certificate. Adnan recently spoke at a roundtable discussion on cloud computing.

Adnan serves on ISACA International's Social Media Advocacy Committee and is a peer reviewer for ISACA International's Guidance and Practices Committee. He has served as a researcher/peer reviewer for various initiatives at the Cloud Security Alliance including the Mobile Working Group. Adnan has been serving on the SF ISACA Fall Conference Planning Committee for the past two years. Adnan is currently serving as the Fall Conference Sponsor Committee Co-Chair. In his spare time, Adnan likes to do research in technology including cloud computing, mobile computing, social media, cybersecurity and big data.

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