

TRAINING

Our training programs have been designed to make your Internal Auditors' community achieve professional competence to perform their role effectively. As we would like to achieve the desired objectives, the participant will be mentored on the job for a specific period of time to accomplish the desired objectives of the training program. The training program would comprise of class room lecture, quizzes, performance checks, case studies followed by mentoring sessions on the job.

If this is the situation you need to address, **our following services would cater to your needs**

- Increase Internal Quality Auditors Strength
- Increase Internal Quality Auditors Competence
- Increase Internal Information Security Auditors Strength
- Increase Internal Information Security Auditors Competence
- Internal Quality Auditors Training program
- Internal Information Security Auditors Training Program

OUTSOURCING - ASSURANCE

If this strategy is deployed properly, it can result in competitive advantage. Otherwise, it will cost more money in the short term and loss of internal talents and business opportunities in the longer run. On many occasions it does not provide the anticipated results. It is reported that over 50% of the outsourcing arrangements result in failure, the reasons for that could be that following risks are not mitigated and not well managed:

- Project identifications for outsourcing
- Supplier selection
- Suitable Contracting and Negotiation
- Transition
- Start-up
- Employee Resistance
- Supplier Performance

We have acquired rare competence to recognize outsourcing process weaknesses and risks at the earliest, so that these can be addressed effectively. Also, we have the required level of independence to perform the outsourcing assurance to deliver the desired results.

We have designed a methodology to provide the following services to find solutions and address the above risks.

- Independent Assurance on Systems, Processes, Technology, People and Infrastructure
- Contract management Advisory

CMMI® is registered trademark of the Software Engineering Institute, Carnegie Mellon University.

COBIT® is registered trademark of ISACA.



Promoting Systems Integrity



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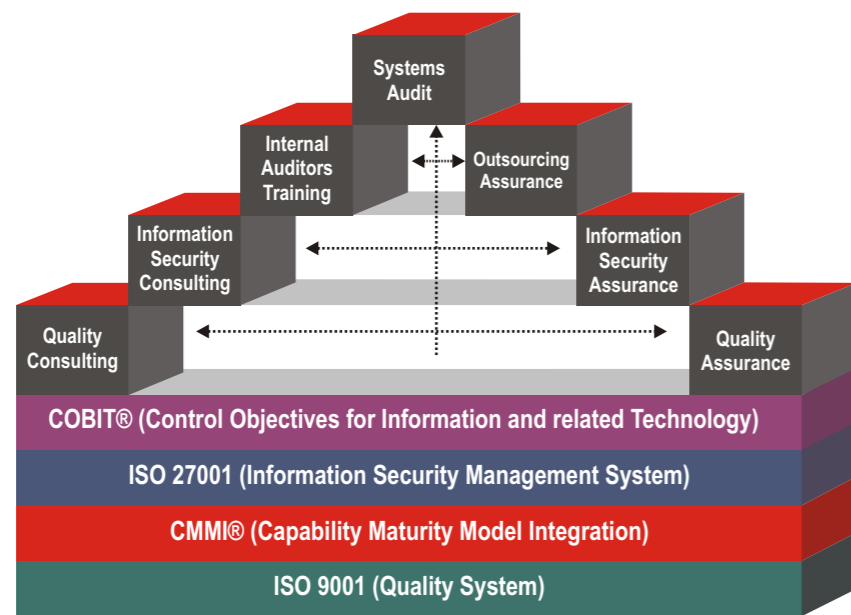
quality consulting
information security consulting
quality assurance
information security assurance
training
outsourcing assurance

Techserv Consulting is a firm specialized in providing consulting and assurance services in the areas of Quality systems, Information Security Systems, Product / Process Assurance, Training and Product Solutions. Of late, the management has realized the requirement for independent services to define policies and procedures based on control objectives. In today's complex environment, management is continuously seeking concise and timely information, to make decisions on organization's progress and performance, organization's risks and controls and projections. Therefore, Information technology and systems is to be governed effectively to achieve business goals.

Application of various quality and information security frameworks would help the organization to balance well the available resources including people, infrastructure, application systems, data and technology, to accomplish business demands.

Organizations are expected to satisfy the quality, fiduciary and security requirements for their information assets. Management should also optimize the use of available IT resources, including applications, information, infrastructure and people.

Our consultants have competence in various quality and information security frameworks and its applications. Our Consulting methodologies and approach have been designed / tailored to assist the organizations to achieve their business goals such as meeting customer satisfaction, effective risk management, improvement in productivity, reduction in defects, reduction in cycle time, reliable control structure, process institutionalization.



QUALITY -CONSULTING

Now, more than ever, companies want to deliver products and services better, faster, and cheaper. The problems organizations have to address today are to provide complex enterprise-wide solutions to the customers, meeting various project parameters such as cost, schedule, effort, quality etc., If you are experiencing wide fluctuations in customer satisfaction, product quality, productivity or efficiency, you may most likely consider implementing quality systems. We are well versed in understanding your requirements and provide appropriate solutions based on quality models such as **COBIT®**, **ISO 9001** (Quality Systems), **ISO 27001** (Information Security Management System) and **CMMI®**. We have extensive experience in implementing the above models and have witnessed the positive results it has produced.

The quality systems are designed to help companies review their processes and establish a system to improve and maintain the product quality or services. Implementing a Quality Management System provides organization with a valuable and reliable means of reviewing their operations, identifying inefficiencies, gaps and implementing actions to eliminate non-value adding activities.

If this is the situation you need to address, **our following services would cater to your needs**

<ul style="list-style-type: none"> • Product Quality • Process Quality • Production Systems and Processes • Delivery Systems and Processes 	<ul style="list-style-type: none"> • Quality Management Systems - Gap analysis against quality models • Quality Management Systems - Design and development • Quality Management Systems - Implementation advisory • Quality Management Systems - Training • Quality Management Systems - Improvements • Arranging and coordinating with reputed accredited certification agency
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INFORMATION SECURITY -CONSULTING

Organization and their information systems are facing threats from innumerable sources, including fraud, espionage, sabotage, vandalism, fire, and flood. Automating information processing and usage of communication mediums necessitates incorporating powerful control mechanisms into systems and networks. Above all, the ever changing business environment and technology bring in additional dimension of problems, wherein, existing control structure becomes ineffective or degraded. These changes are having a profound impact on management and operation control structure on continuous basis.

Many information systems have not been designed to be secure. Since it is not feasible to address all security risks through technical solutions, it should be supported by well defined systems and processes.

If this is the situation you need to address, **our following services would cater to your needs**

<ul style="list-style-type: none"> • Information Systems and Technology Security processes • Quality of information • Internal controls • Process Improvements 	<ul style="list-style-type: none"> • Information Security System - Gap Analysis against ISO 27001 • Information Security System - Design and development • Information Security System - Training/Orientation • Information Security System - Implementation support • Arranging and coordinating with reputed accredited certification agency
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QUALITY -ASSURANCE

In the light of innumerable failures in software projects, the expectations from assurance function are changing, and a significant change is being noticed in organizations with regard to how they view their software development control environment. Share holders and audit committees are taking active interest in the effectiveness of project risk management and control assurance areas in their organization. Stakeholders are increasingly demanding a higher degree of transparency and ethical behavior.

If this is the situation you need to address, **our following services would cater to your needs**

<ul style="list-style-type: none"> • Independent and competent opinion on process quality • Independent and competent opinion on product quality • Independent and competent opinion on control systems and processes 	<ul style="list-style-type: none"> • Process Assurance • Product Assurance • System Development Process - Assessment • System Development implementation - Assessment • Audits
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INFORMATION SECURITY -ASSURANCE

In current business scenario, organizations are faced with security threats from wide array of sources which disable / disrupt information systems and networks. The set of security controls is to be carefully planned and implemented effectively to address threats and minimize the exposure. We have the necessary competence in providing assurance services to organizations in the area of information security. As part of assurance services, we use our proven assurance methodology to evaluate your current systems and provide assurance that the systems are reasonably secured.

If this is the situation you need to address, **our following services would cater to your needs**

<ul style="list-style-type: none"> • Information Quality • Security Process Quality • Control Design Quality 	<ul style="list-style-type: none"> • Information Security Systems - Assessment • Information Security Systems - Reviews and Audits • IS Auditors Training • Internal Control Infrastructure - Assessment
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