

## CIO/CTO Support Services

The Northcross Group (NCG) provides information and technology and strategic operational support to executive level teams. When organizations do not have dedicated executive resources, NCG puts acting or interim resources in place.

NCG helps organizations assess and manage operational challenges, as well as defining a strategic course for the future. The NCG team has exceptional breadth and depth in enterprise technology management. We bring proven expertise to each client engagement.

Across a variety of enterprise goals—improving security, gaining efficiencies, managing external vendors, implementing procedures and controls, or putting together long range plans—NCG partners with your organization every step of the way.

### **Enterprise IT Support**

NCG conducts enterprise organizational and technology audits and assessments to identify areas of risk and opportunities for improvement. We provide practical recommendations and implementation support. We empower your organization with mechanisms to monitor progress and governance in the short and long terms. NCG clients gain immediate value with operational benefits, plus strategic support well into the future.

### **Support Areas**

- CIO/CTO Operational & Strategic Support
- Interim CIO/CTO Services
- Technology Oversight Services
- Technology Assessments & Audits

### **Value Propositions**

- Highly Skilled & Experienced Resources
- Information Security Services
- Vendor Management Support
- Strategic Planning
- Business Continuity Planning

## About NCG

The Northcross Group (NCG) is a New England based firm providing business system and technology services. NCG makes it our business to ensure that technology serves our clients, allowing them to meet business goals, gain competitive advantage, enhance security, implement governance, ensure compliance, and stabilize operations.

We have expertise in a broad range of industries and across technology disciplines. NCG consultants bring a blend of technical and business acumen with a proven track record in the public, private, and non-profit sectors. We approach business challenges head-on and figure out the most effective way to leverage technology to reach objectives. We work with you and provide support to help ensure tangible business value.

NCG uses disciplined processes, refined from decades of experience. Flexibility is a cornerstone of our industry-tested methodologies—giving NCG the ability to adapt to changing environments and needs. We strive to build lasting relationships with our clients, contributing to their ongoing success.

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### Interim CIO/CTO Functions

For organizations in transition or without a standing CIO/CTO, NCG provides interim support with highly skilled and experienced resources. NCG bridges the leadership and support gaps so organizations benefit from the insight of CIO/CTO functions when they are not currently in place.

Using NCG's interim model, organizations gain the advantage of industry leading CIO/CTO capabilities without the staffing and investment commitments. Smaller organizations that cannot sustain full time CIO/CTO positions can still reap the rewards of these roles with NCG.

### Information System Security

NCG brings its extensive information system security and assurance experience to make sure you have the appropriate controls, procedures, and contingencies in place. NCG crafts plans, policies, and implementation steps when needed. NCG uses an approach grounded in the specifics of your operating environment—considering the best approach for your specific needs and applicable regulatory requirements.

### Vendor Management

NCG implements vendor management practices that help organizations minimize the risk of exposure and maximize the benefits of using external vendors. Governance is important to ensure vendors perform at expected levels and operate within requirements. NCG implements controls and monitoring to help organizations track and manage vendor relationships effectively.

### Strategic Planning

NCG provides practical technology expertise in strategic planning efforts to ensure technology investments keep pace with your organization's growth.

Technology is a core support and driver of business—strategic planning efforts must account for this. NCG helps organizations effectively take stock of technology and its role in business operations, providing perspective of how this role may change. NCG makes connections between strategic vision, tactical efforts and current operations—always moving the organization in the same direction.

NCG helps develop communication processes and infrastructures, procedures for expectation management, change management and governance across organizational components. Internal controls, coordination procedures, and decision frameworks are defined. With this definition in place, we provide implementation and organizational familiarization and training as appropriate.

### Business Continuity

NCG works through the many components of an effective continuity strategy. NCG identifies the infrastructure, relationships, and processes that form the foundation of a multi-purpose continuity strategy. Tiers of actions and steps are established based on business justifications to ensure efficiency and streamlining of efforts.

NCG lays out options for building contingency infrastructure, sharing with external partners, and the means of keeping all those options current with operations. This includes establishing recovery time objectives and disruption time thresholds that must be accounted for across facilities, hardware, and software.