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For years, the three-tier governance structure had become standard in almost all application services proposals that are submitted to enterprise buyers. However, after years of inertia, this approach is finally beginning to change. While the three-tier structure remains the same, the governance focus is shifting from “delivery construct” to “value enabler” in line with the changing technology services landscape. As a result, we have observed enterprises asking for subtle changes and suppliers rising to the challenge.

This research analyzes changing enterprise expectations and supplier response with a focus on contemporary CIO expectations from the governance layer and innovative responses and best practices across suppliers.

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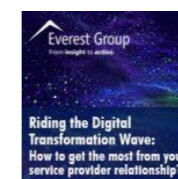
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