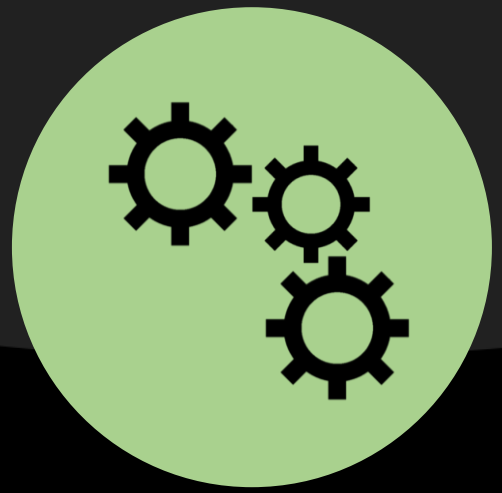
Putting the “go” in Governance

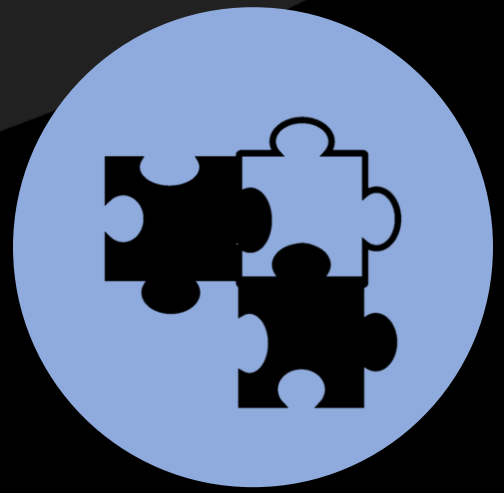
Greg Sanker

ITSM Success



Practices

Leadership



Governance

what is governance?

governance encompasses the processes by which organizations are directed, controlled and held to account. It includes the authority, accountability, leadership, direction and control exercised in an organization.

Governance Today

governancetoday.com

governance is not…

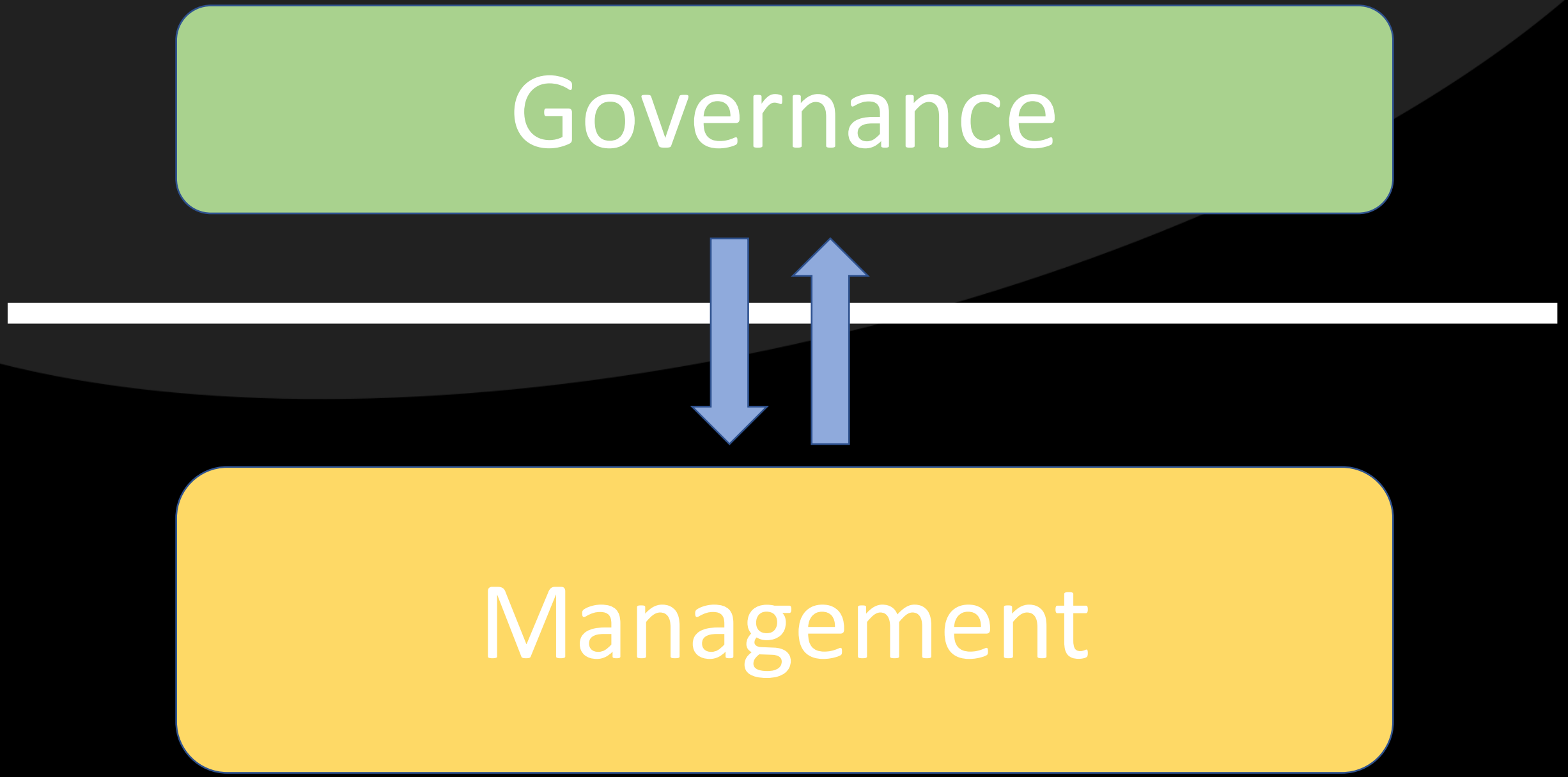
command and control
exclusively regulatory compliance
all about risk & infosec
guming up the works
anti Business Value
unique to IT

governance

evaluate

direct

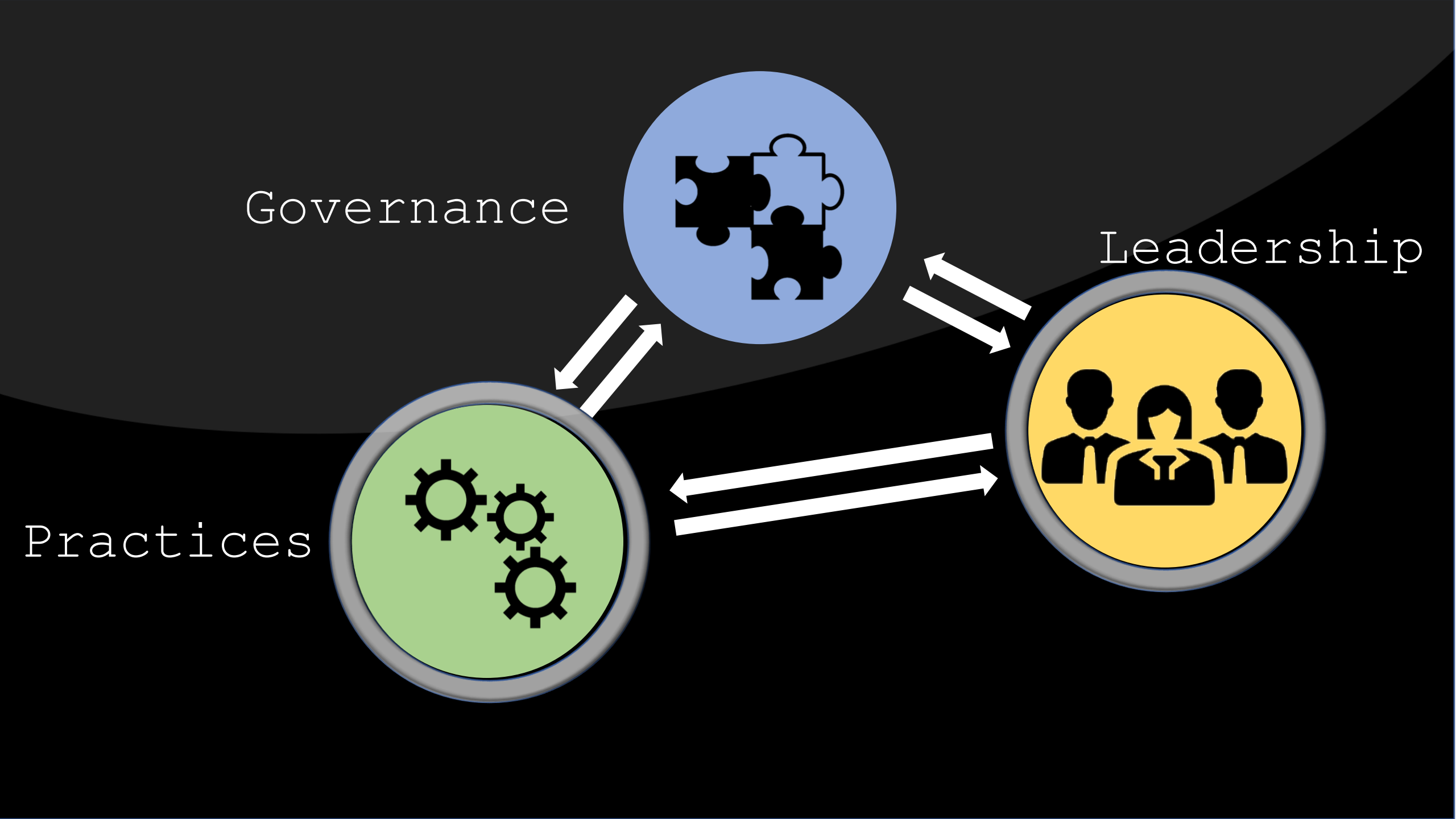
monitor


Governance
Management

governance ensures…

performance

conformance


Governance
Leadership
Practices

inputs -> outputs
steps & activities
consistency/maturity
in isolation
output focused

practice

process

demand -> value
dynamic & adaptive
(include processes)
in value streams
outcome focused

playing to win

performance & conformance
business controls
decision making
goal alignment
value realization

performance & conformance

internal & external
compliance
what standards apply
maximization of performance
business outcomes achieved

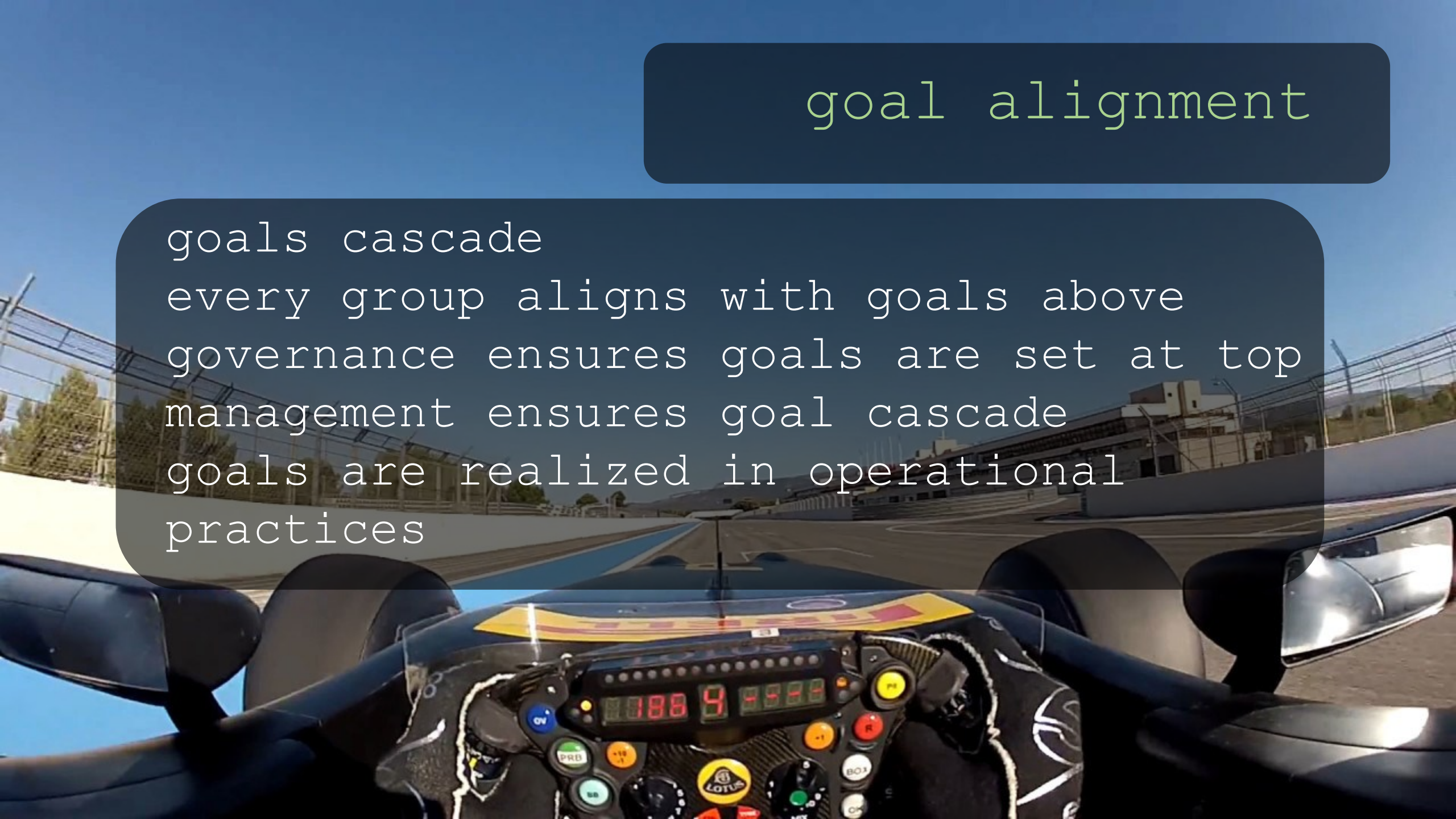
business controls
policy & process
automated
workflow
RICHARD MILLE
ORLEN

decision making

governing bodies are ultimately accountable
can be delegated
structure must be clear
who decides

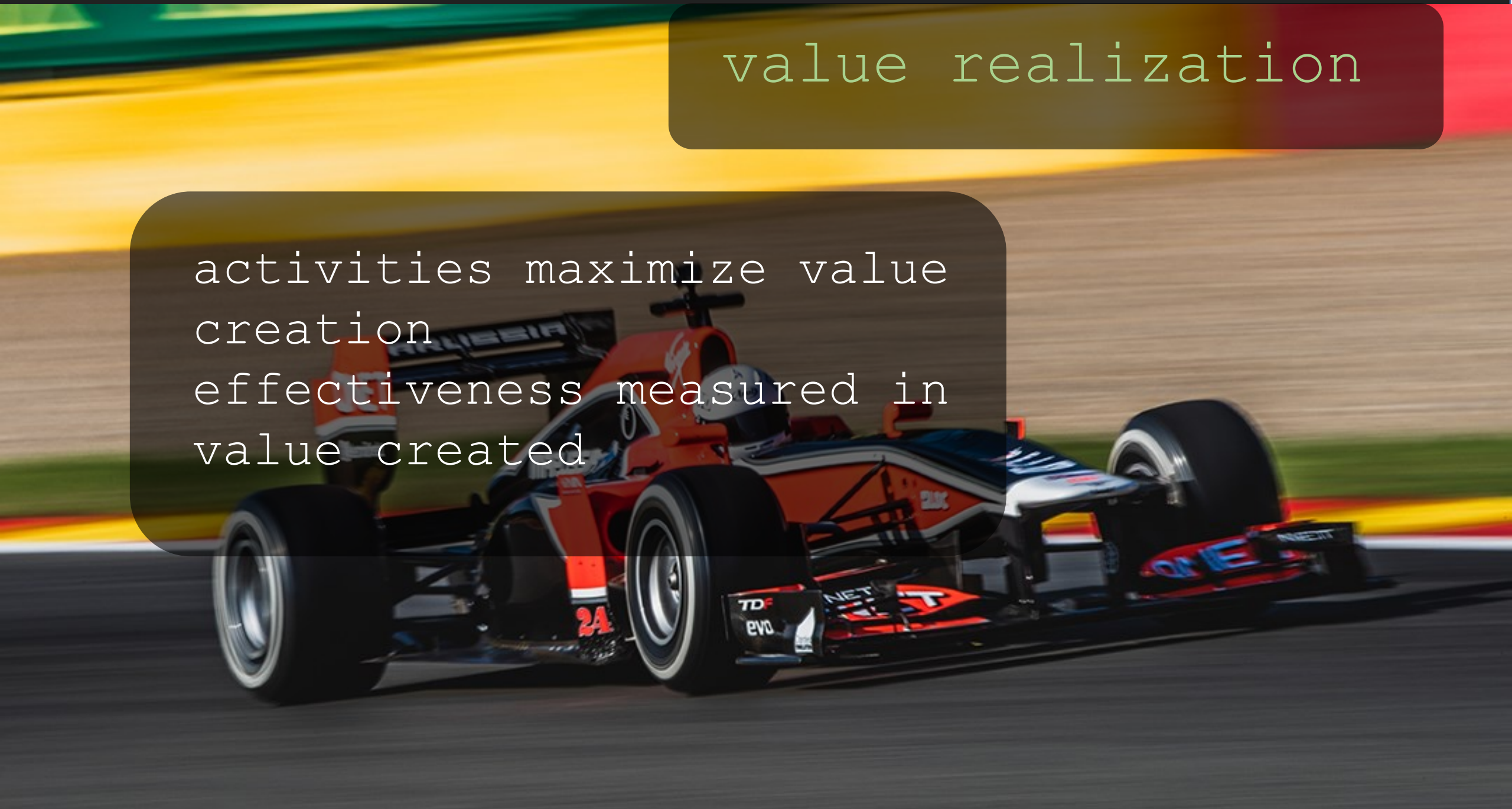
goal alignment

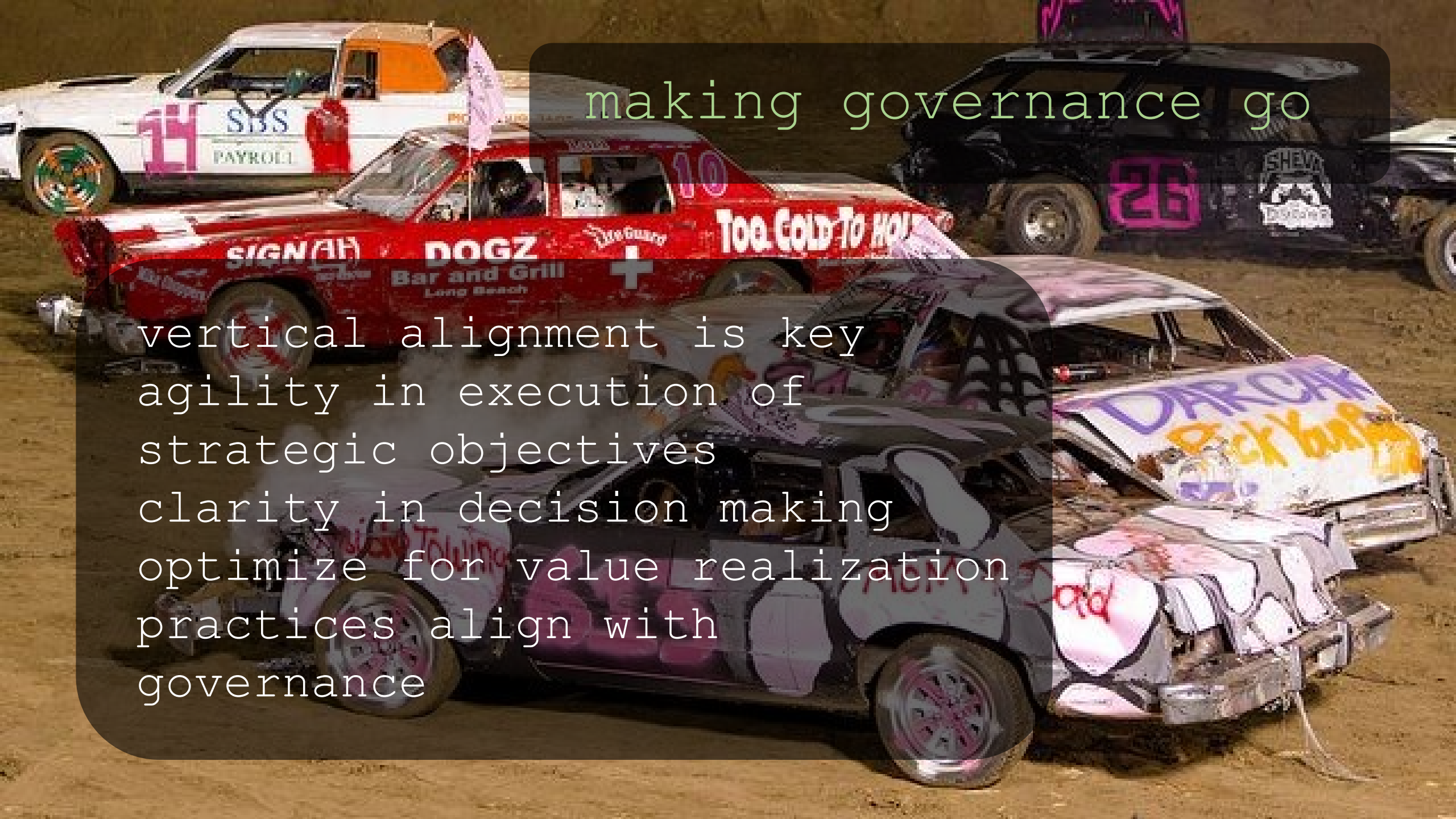
goals cascade
every group aligns with goals above
governance ensures goals are set at top
management ensures goal cascade
goals are realized in operational practices



value realization

activities maximize value creation
effectiveness measured in value created



making governance go

vertical alignment is key
agility in execution of
strategic objectives
clarity in decision making
optimize for value realization
practices align with
governance