

Resources: IT Governance Questions and Needs Checklist

Why do you need governance? (freeform thoughts on overarching questions)

- What goals are you trying to achieve or what issues are you attempting to address?
- What do you hope will stop happening after implementing governance? What needs to be done that is not done now?

Who are your stakeholders? (notes to help in design/structure)

- Do you have support from the institutional president and senior leadership?
- Do you have support from stakeholders such as business process owners and service owners?
- What role do stakeholders have in your governance model?
- Does your governance model foster active stakeholder involvement?
- How can the stakeholders help achieve your governance goals?

How will you model your governance program? (notes to help in design/structure)

- How will IT governance fit into and inform established institutional governance processes?
- What IT decision-making processes are already in place, and how will they fit into a more holistic IT governance model?
- How can you leverage your existing organizational structure (e.g., centralized versus decentralized IT) via governance to take advantage of opportunities for aggregation, resource sharing, and broader planning for increased efficiencies?
- How will your governance model reach across campus silos?
- Do you have a campus-wide technology service catalog? How will it play into your governance model? Can it be easily mapped to your governance model?
- Will your governance model be organized by technology service areas (academic, research, administrative, etc.)?
- Will the governance committees be the entry point for users to request changes or new services?
- How will foundational technology considerations such as campus technology architecture and infrastructure and information security standards be represented in the governance model?
- Will governance committees have separate reporting structures to institutional leadership or roll up to a single reporting committee?
- How will the governance model support decision making at the highest campus level on resources and strategies for initiatives with campus-wide impact?
- Will the governance model address data resources at a strategy and policy level to ensure that data are accessible and used for metrics, operational efficiencies, and strategic advantage?
- Will the model ensure that technology service changes occur within the appropriate governance committee?
- Does the model support stakeholder involvement, leadership support, and clear roles for the committees, with responsibilities and decision-making rules?
- Will the governance model incorporate frameworks such as COBIT, ITIL, or ITSM?
- Will the governance model incorporate maturity assessments to take advantage of optimization of processes over time?

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Project Portfolio Management

Example Responsibilities

- Ensure major implementations fall under governance.
- Provide holistic view of requests and balance institutional needs.
- Ensure projects support the institutional strategic plan and the strategic use of IT resources.
- Consider the total cost of ownership for new technologies.

Successful Implementation Considerations

- Collaboration with financial team in ITS and/or business units
- Use of CDS data to compare institution to peers, Carnegie class, etc., for various elements and/or using these benchmarks as goals to support strategic mission and plan goals, such as efficiency, staying current with transformational investment in IT, meeting service needs with staffing levels, etc.

Policies and Standards

Example Responsibilities

- Provide shared governance on policy, standards, and process development for use of campus technology.
- Provide input on sourcing and/or buy-versus-build strategies and technology purchase policies.
- Assist in development and ensure the use of technology architecture standards, data stewardship, and data management plans.

Successful Implementation Considerations

- Role delineation for the committee in terms of originating, recommending, or vetting policy
- Cross-pollination across committees, architecture, and infrastructure unit(s)
- Possible inclusion of data strategy for business intelligence, business intelligence maturity assessment, support for data transparency, and the correct use of data
- Possible preference for buy/build and cloud/on-premise solutions, as well as standard/customized applications in alignment with strategic plan
- Possible inclusion of infrastructure

Risk Management and Compliance

Example Responsibilities

- Help guide IT risk management program and processes.
- Ensure that information security and compliance considerations are considered through service life cycle.

Successful Implementation Considerations

- Cross-pollination across committees and/or information security and compliance entities on campus