Seminário Anual' 11

O *IT Governance* e o Caminho para a Certificação

itSMF
The IT Service Management Forum

Portugal

PATROCINADORES OFICIAIS

NUMARA
software

Apoios Institucionais:

apdSI
Associação para a
promoção e desenvolvimento
da Sociedade da Informação

APOGEP
Associação Portuguesa
de Gestão de Projectos

Comissão Sectorial
para as CS/03 Tecnologias da
Informação e Comunicações

IDC
Analyze the Future

PMI

ISACA
Trust in, and value from, information systems
Lisbon Chapter

Roadmap

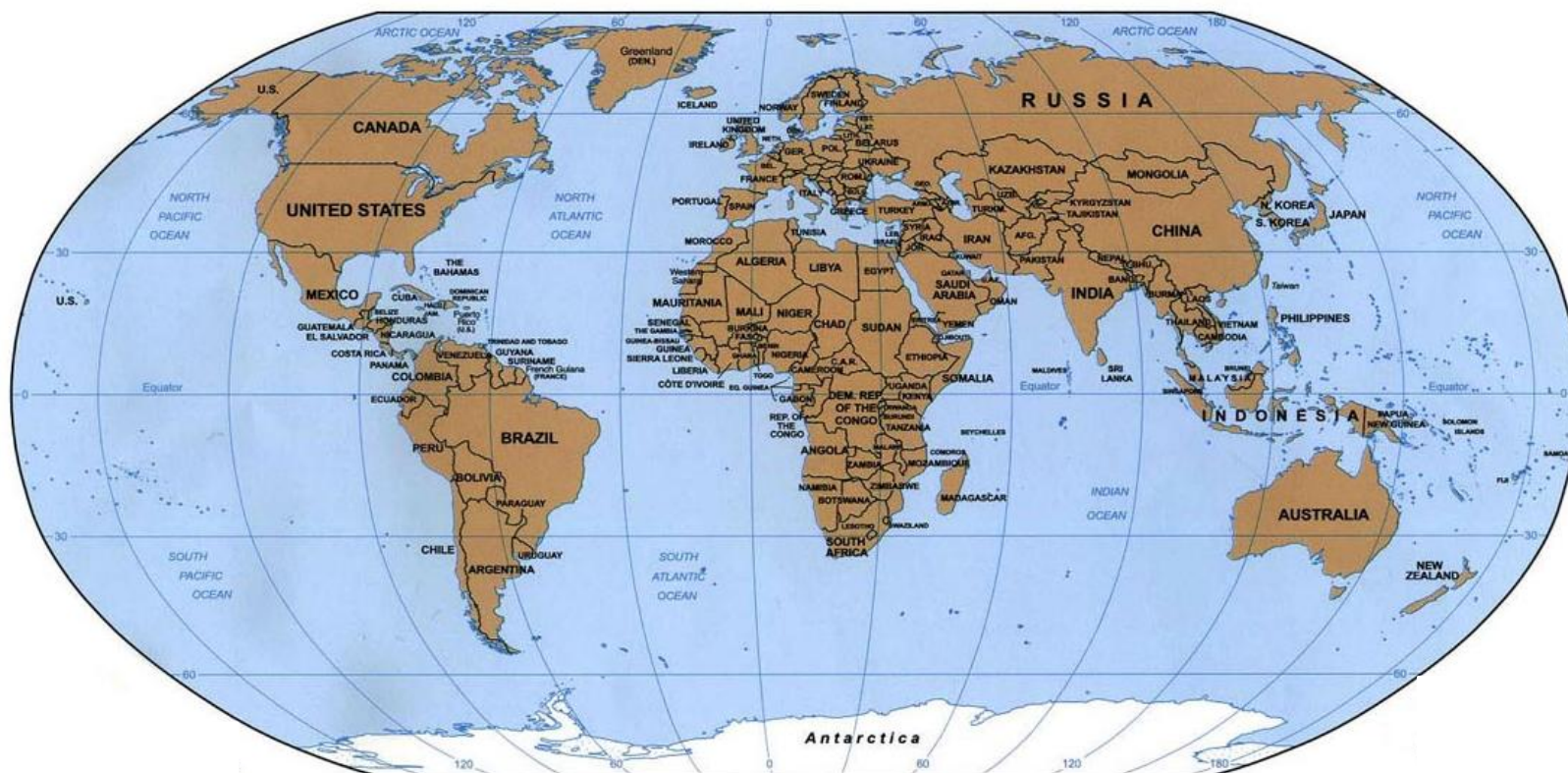*The market*

Origins

The model & principals

The value of the ISO/IEC 38500

Benefits

IT Governance

The market requirements

The market is definitely … global

IT Growing Needs

2Bn citizens online

B2B commerce $1.5Trn worldwide

Half of the world population own a mobile phone

IT in developing nations

Chile government e-procurment business $6Bn in 2009

India internet travel booking $2Bn in 2010

1 in 5 Chinese households will have broadband by 2012 (> users than the EUA)

IT evolving social networks

Facebook

Google

Social media campaigns

New tendencies

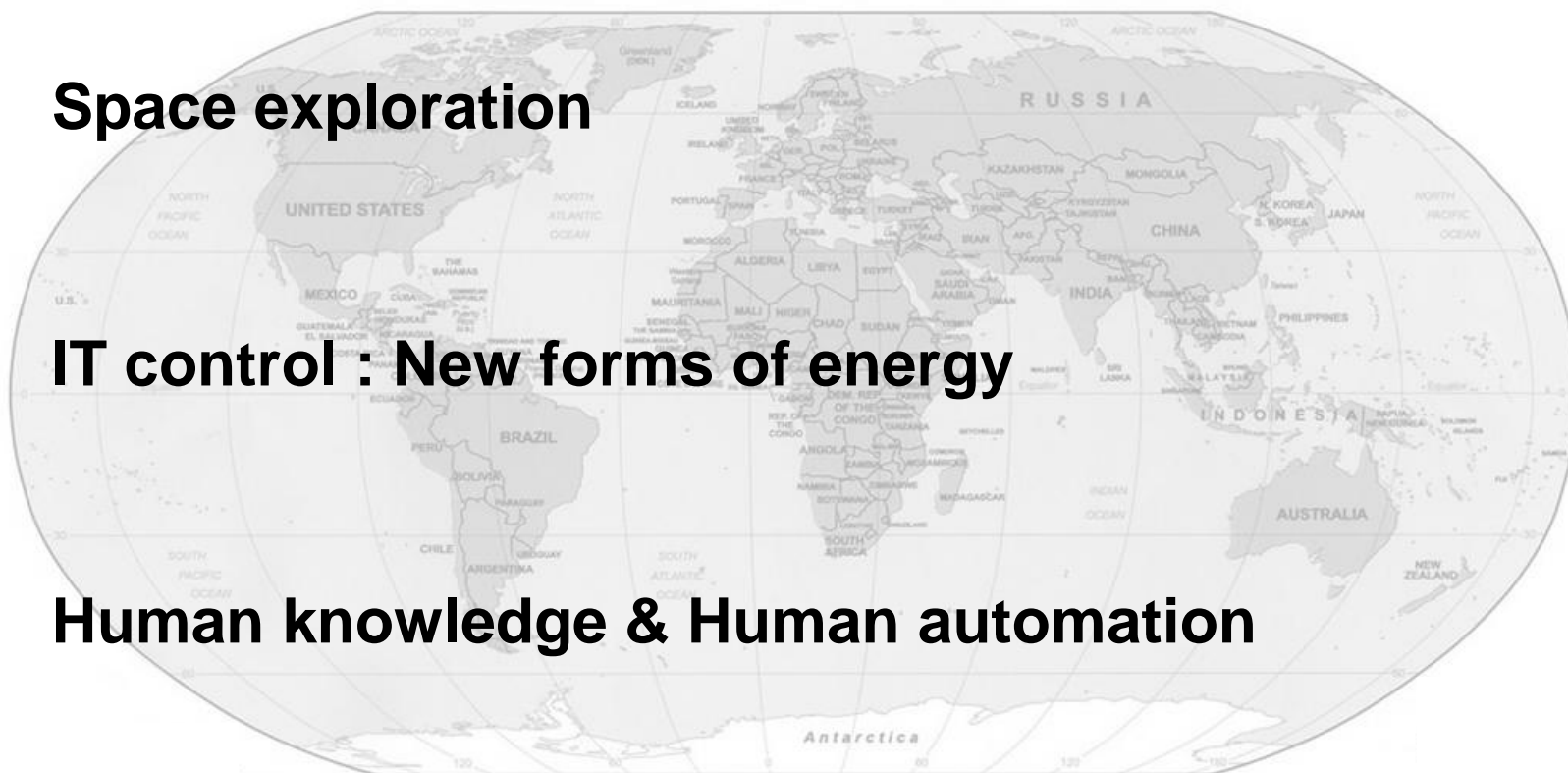**Online population ... Online generation**

New frontiers for IT

Space exploration

IT control : New forms of energy

Human knowledge & Human automation
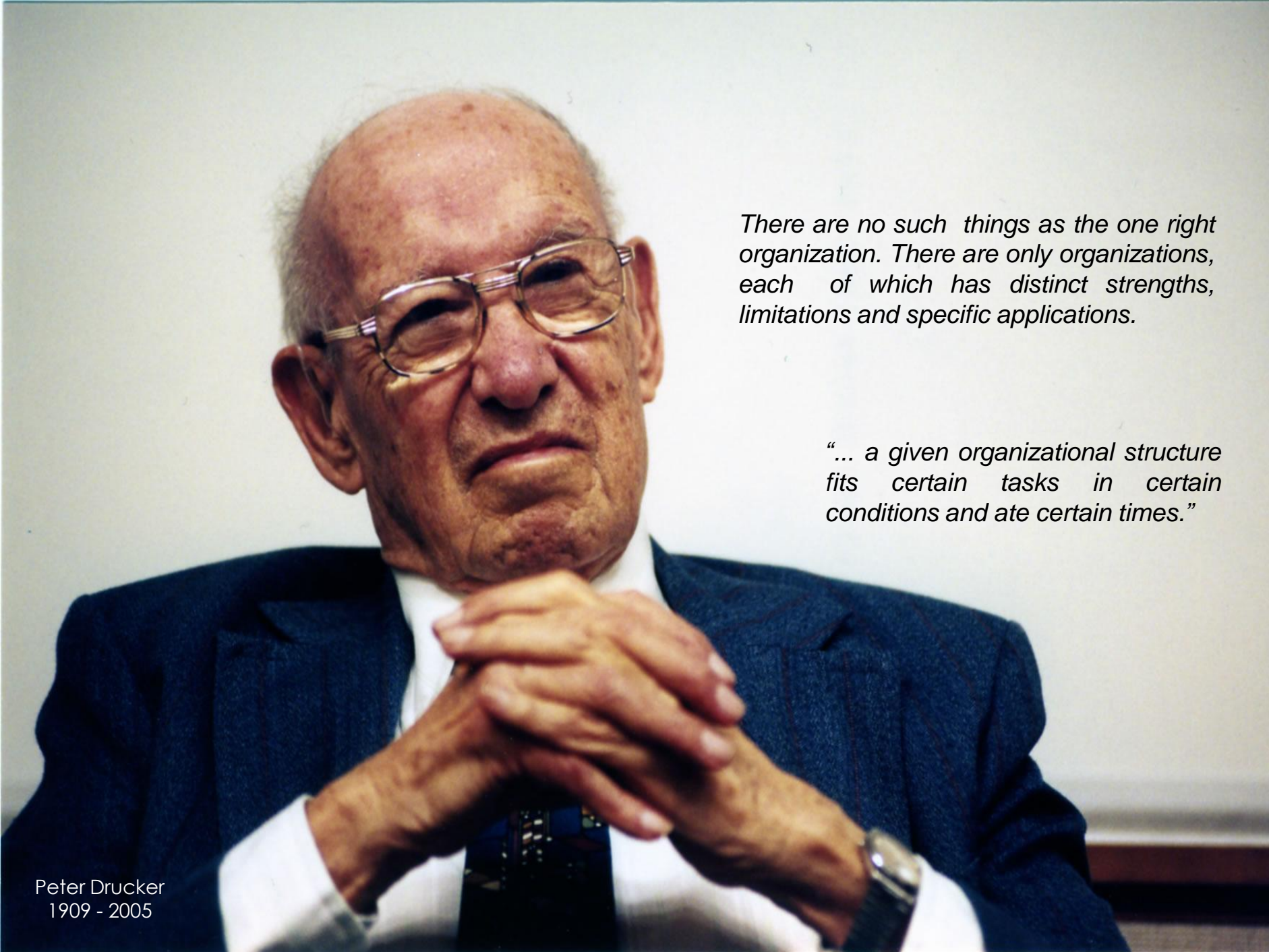
Meanwhile within IT ...

Lack of guidance

Ever growing complexity

Governance vs Management

Always new demands (green IT ... Cloud ...)

There are no such things as the one right organization. There are only organizations, each   of which has distinct strengths, limitations and specific applications.

"... a given organizational structure fits   certain   tasks   in   certain conditions and ate certain times."

Peter Drucker
1909 - 2005

IT Governance

ISO/IEC 38500 Standard

What is IT Governance

Corporate Governance of IT

"The systems by which the current and future use of IT is directed and controlled."

(SOURCE: ISO/IEC 38500)

The origins

ISO/IEC 38500 was prepared by Standards Australia (as AS8015:2005) and was adopted, under a "fast-track procedure", by Joint Technical Committee ISO/IEC JTC 1, *Information technology, in parallel with its approval by* national bodies of ISO and IEC.

ISO/IEC 38500 is a high level, principles based advisory standard. In addition to providing broad guidance on the role of a governing body, it encourages organizations to use appropriate standards to underpin their governance of IT.

The objective of this standard is to provide a framework of principles for Directors to use when evaluating, directing and monitoring the use of information technology (IT) in their organizations.
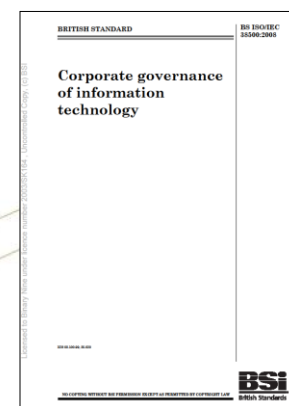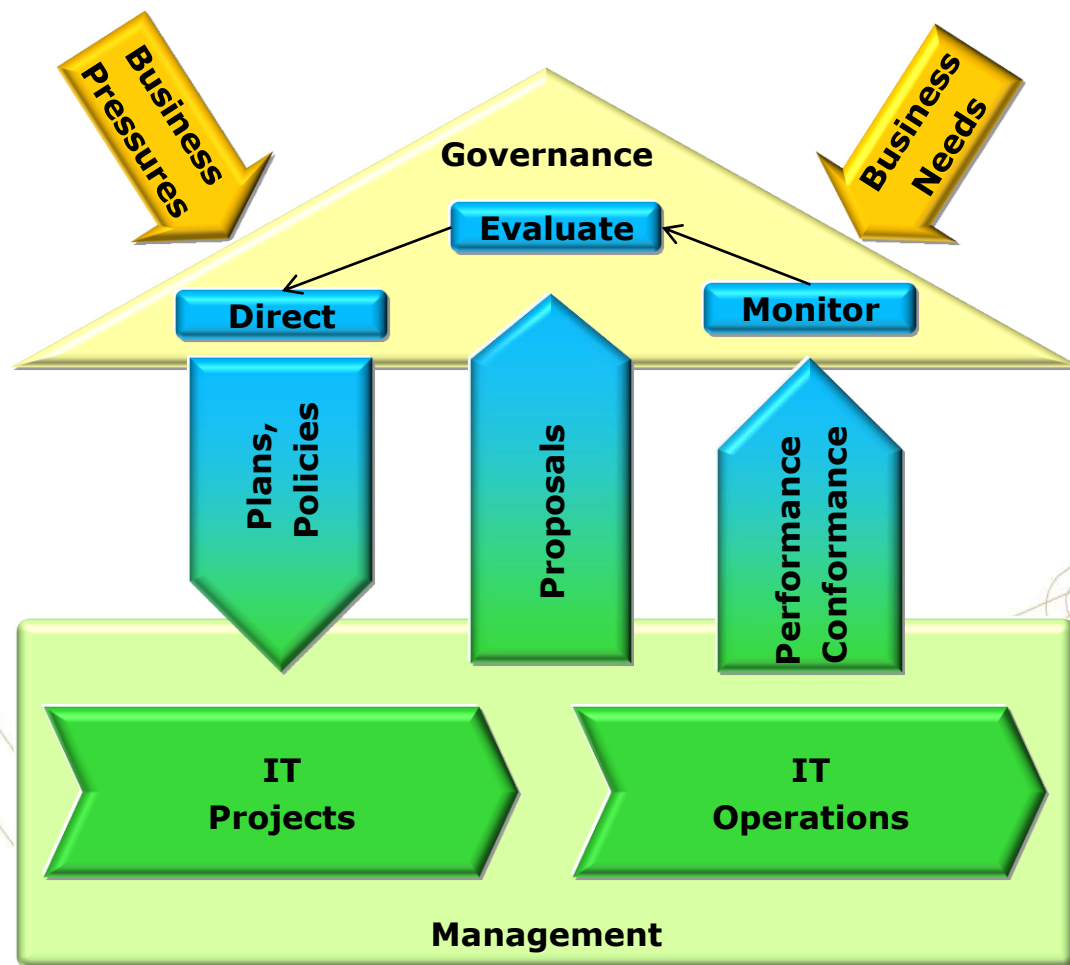
ITG Model and the 6 principles

Responsibility

Strategy

Acquisition

Performance

Conformance

Human behaviour

Responsability

"Individuals and groups within the organization understand and accept their responsibilities in both supply of, and demand for IT. Those with responsibility for actions also have the authority to perform those actions."

(SOURCE: ISO/IEC 38500)

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Strategy

"The organization's business strategy takes into account the current and future capabilities of IT; the strategic plans for IT satisfy the current and ongoing needs of the organization's business strategy."

(SOURCE: ISO/IEC 38500)

Acquisition

"IT acquisitions are made for valid reasons, on the basis of appropriate and ongoing analysis, with clear and transparent decision making. There is appropriate balance between benefits, opportunities, costs, and risks in both the short term and the long term."

(SOURCE: ISO/IEC 38500)

Performance

"IT is fit for purpose in supporting the organization, providing the services, levels of service and service quality required to meet current and future business requirements."
      (SOURCE: ISO/IEC 38500)

Conformance

"IT complies with all mandatory legislation and regulations. Policies and practices are clearly defined, implemented and enforced."

(SOURCE: ISO/IEC 38500)

Human behaviour

"IT policies, practices and decisions demonstrate respect for Human Behavior, including the current and evolving needs of all the "people in the process"."

(SOURCE: ISO/IEC 38500)

IT Governance

The following steps

Following steps

Implementing guides:

Processes
Frameworks

Governance Principles applied to:

Projects
IT Operations
IT business portfolio

Ongoing work in IT Governance

Time to market

Need for maturity model assessments

Look for tangible benefits vs "for compliance sake"

IT Governance priorities

Acknowledge the people factor and incorporate in KPIs

Clear milestones

Benefits of the ISO/IEC 38500 Standard

It **highlights the risks** involved and significant **investments required**.

It encourages organizations **to use appropriate standards to underpin** their **governance** of IT.

It **provides** a framework of **6 principles** to use when **evaluating**, **directing** and **monitoring** the **use of IT** in their organizations.

It is **applicable** for **all organizations**, from the smallest to the largest, regardless of purpose, design and ownership structure.

Assures conformance with obligations (regulatory, legislation, common law, contractual) concerning the acceptable use of IT and ensuring that IT use contributes positively to the performance of the organizations.

The important thing is not to stop questioning

Albert Einstein

Obrigado

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