Right Things
(Governance)

What is IT’s role in the business?
What is our IT strategy?

What portfolio of projects offer us the best value?

Done Right
(Management)

Where are we technologically and where do we want to be?

What will our control environment be like?
What policies do we need?

Implement IT projects
Run IT’s services
Establish & run the control environment

QMS

KPI’s

IT Balanced Scorecard

IT Performance Optimization
Transparent Stakeholder Communications
In other words ...

- Governance’s goal is to optimize IT performance
- To optimize, you need a transparent view of IT
- Transparency comes from performance management
- To manage performance you need to monitor that performance
- IT does a lot of different things so you need to monitor all of them
- To monitoring you define KPI’s and track
- The quality process helps you define processes & KPI’s
- The balance scorecard should show the KPIs of what the stakeholders think most important.