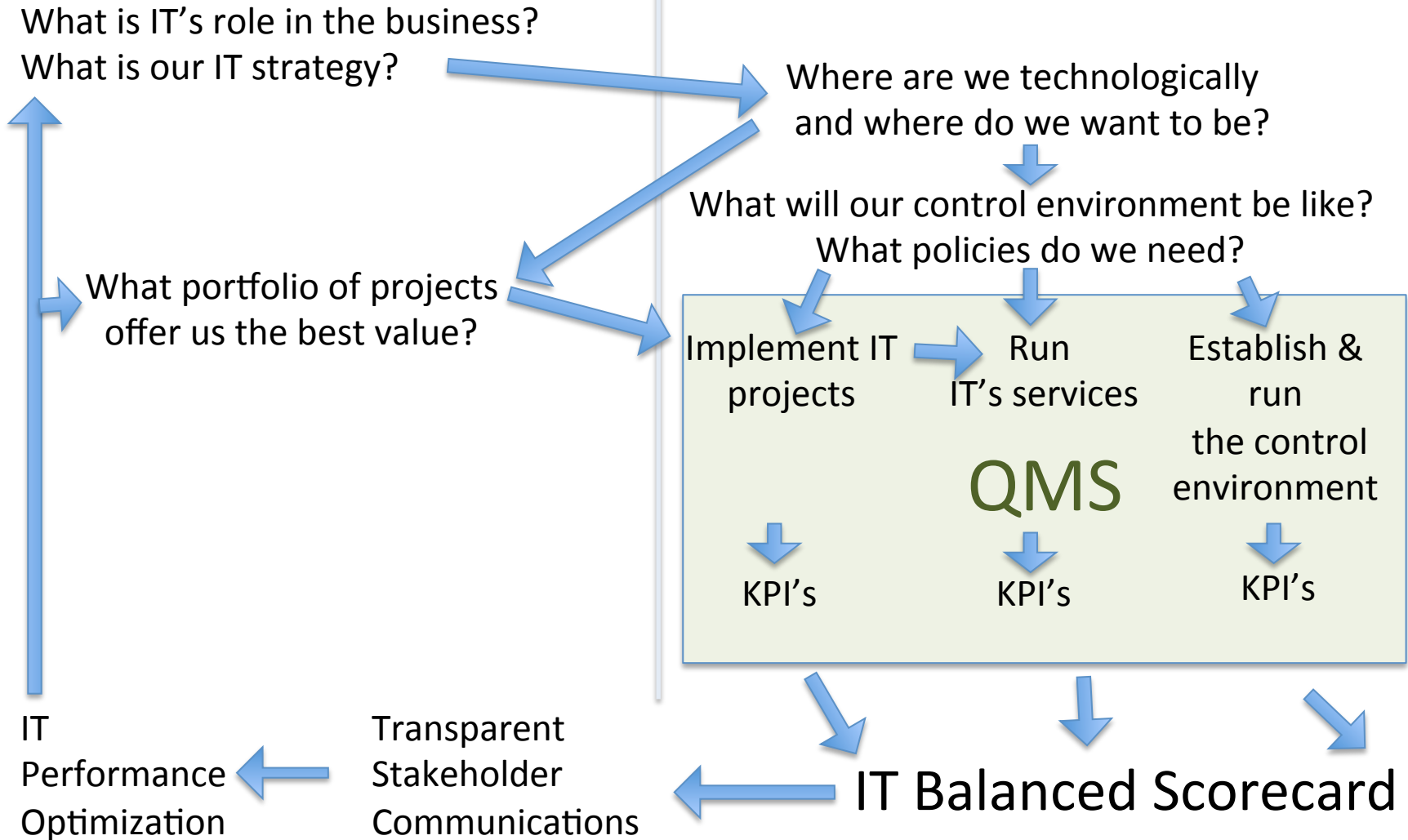


Right Things (Governance)

Done Right (Management)



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.