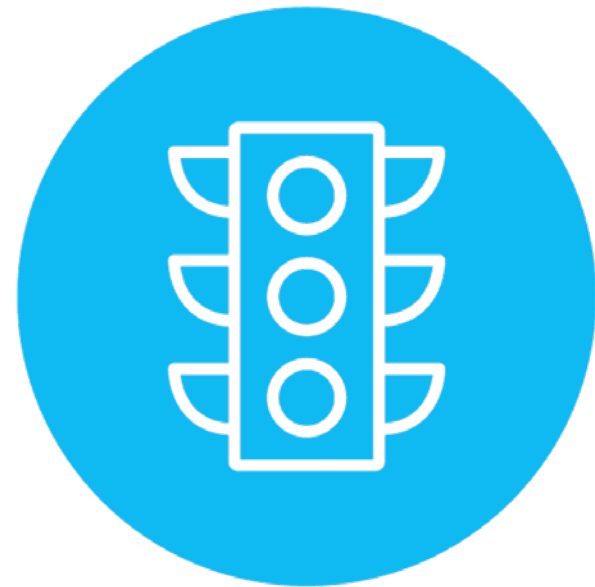


IT Governance
Real World 101



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“My long-standing career goal is to grow my capability to have the greatest positive impact on other people’s lives.

Deloitte is the ideal place for me to pursue this goal, given our global footprint and the focus on the well-being of our people.”

Introduction

Rob is a Principal in the Retail & Distribution sector, leading efforts to improve business performance for our clients by delivering robust Cyber Risk Management capabilities and outcomes, across the spectrum of Secure, Vigilant, and Resilient.

Relevant Experience

Rob has over 20 years of experience spanning software development, cyber security, and internal audit with prior roles as a partner in another global professional services firm and a global corporate officer at one of the world’s largest retailers.

Background and Interests

Rob has significant global experience having served clients throughout the Americas, Europe, Africa, and Asia Pacific, including 5+ years living in Sydney, Australia. Rob also loves music and is a lead singer in a classic rock band out of Dunwoody, Georgia called Corporate Therapy.

Let's Define IT

What is IT Governance?



IT Governance is putting structure around how organizations **align IT strategy with business strategy**, ensuring that companies stay on track to achieve their strategies and goals, and implementing good ways to measure IT's performance. It makes sure that all stakeholders' interests are taken into account and that **processes provide measurable results**. An IT governance framework should answer some key questions, such as how the IT department is functioning overall, what key metrics management needs and **what return IT is giving back to the business** from the investment it's making.

(<http://www.cio.com/article/2438931/governance/it-governance-definition-and-solutions.html>)



IT governance (ITG) is defined as the processes that ensure the **effective and efficient use of IT** in enabling an organization to achieve its goals.

(<http://www.gartner.com/it-glossary/it-governance/>).



IT governance is the **responsibility of the board of directors and executive management**. It is an integral part of enterprise governance and consists of the leadership and organisational structures and processes that ensure that the organisation's IT sustains and **extends the organisation's strategies and objectives**.

(http://www.isaca.org/restricted/Documents/26904_Board_Briefing_final.pdf).

Benefits of IT Governance

A growing dependence on information and technology in enabling business processes requires that accountability and responsibility is defined, and decisions are made thoughtfully and with a view of the enterprise in mind.

Effective IT governance is not coincidental or designed with a single business outcome. Effective IT governance establishes the foundation that promotes desired behaviors and is consistently aligned to business strategy.

The following benefits can be realized by establishing a solid and effective IT governance framework:



Increased delivery of value for investments made in information and technology.



Optimization of initiatives and IT service delivery processes due to the increased transparency of decision making.



Increased collaboration in technology at an enterprise level through cross-functional business representation and enforced technology standards.

An iceberg floating in the ocean. The tip of the iceberg is visible above the water surface, while the much larger, submerged part is visible below. The sky is blue with some clouds, and the water is a deep blue.

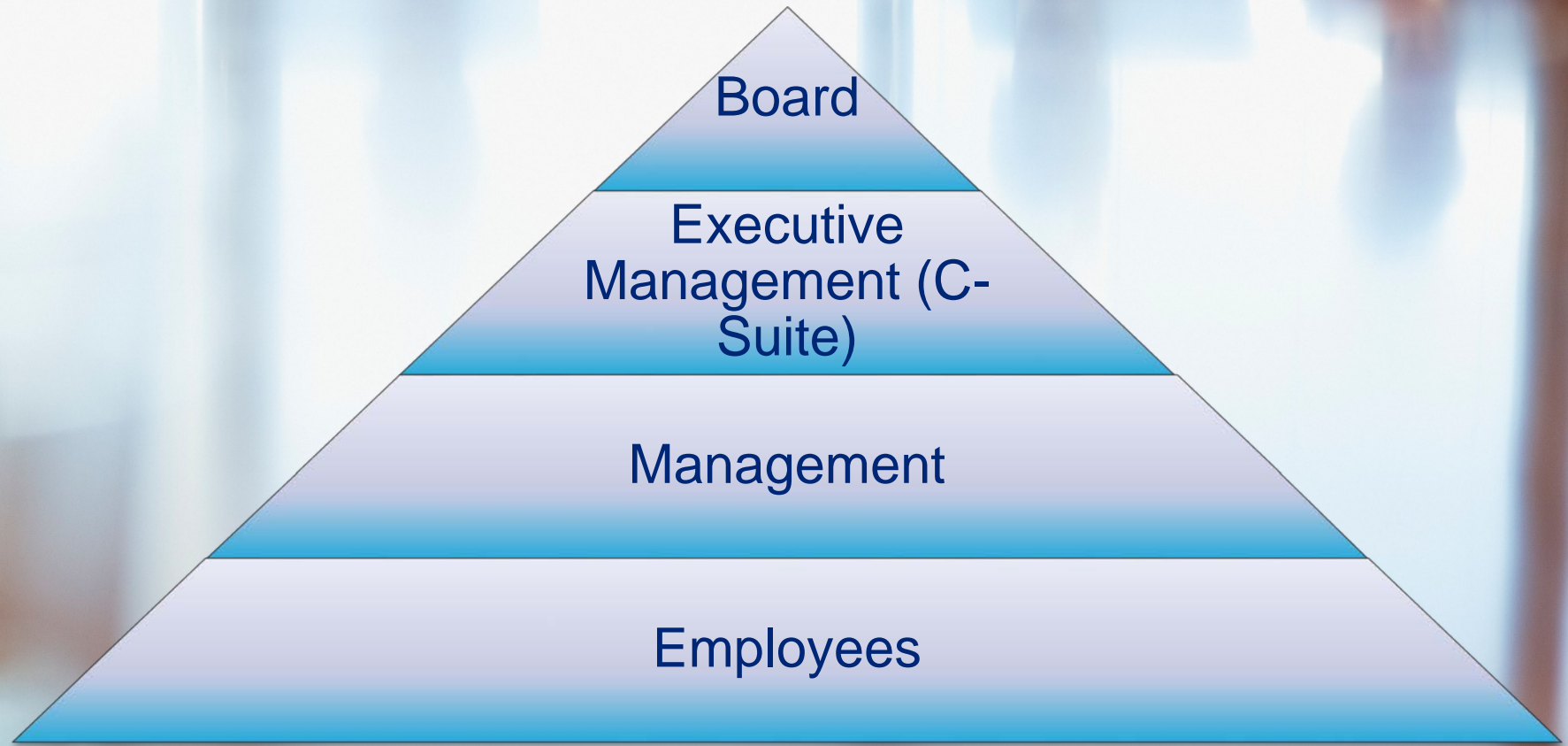
Effective IT Governance is the foundation for promoting desired behaviors regarding technology investments

The pressures on boards – in both the public and private sectors – to implement an effective IT governance framework are becoming inexorable.

IT governance, to be of value, has to simultaneously deliver improved competitiveness, better compliance and greater shareholder transparency – while enabling directors to clearly and properly discharge their fiduciary duties in a way that helps them avoid the risks of litigation that exposes them to personal, financial ruin.

Who is
responsible for
IT?

Let's take it from the top...



Let's take it from the top...

Strategic Governance

Board

Executive
Management (C-
Suite)

Management

Employees

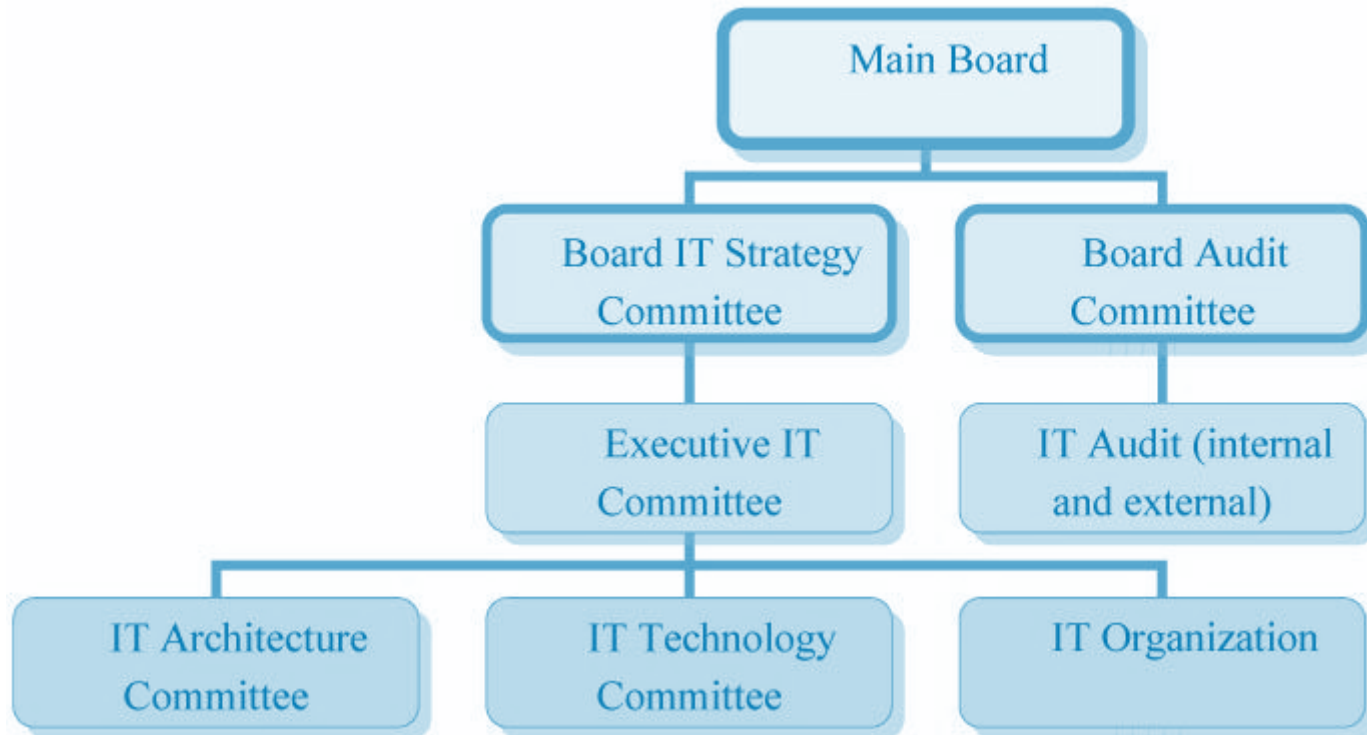


Let's take it from the top...



Structuring IT

- Although various structures exist in practice, the following illustrative structure generally represents the state of industry:



IT Governance: Guidelines for Directors by Alan Calder

What happens in
the real world?

What happens in the boardroom...



- Routine vs. Special Discussions
- I have a question...
- In my other company...
- I heard from another director...
- I read in the WSJ...
- Transparent or Opaque? That is the question.

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