

MIS 5202 IT Governance Review Sheet

Week 1: It Governance

- Definition of IT Governance
- Right Things, Done Right

Week 2: IT's Role and the Control Environment

- What is IT's role in the organization?
- Role of board and senior management
- Monitoring performance
- What are controls? What types of controls are there?
- What is the Control Environment?
- What do we mean by tone?

Week 3: IT Administrative Controls

- Segregations of duties
- Policies, budgets, personnel, procurement, performance monitoring, etc.

Week 4: Enterprise Architecture

- Business driven, technical output
- Alignment and flexibility
- Mission>Business Process>Data>Application>Technology
- Hard to get right

Week 5: IT Strategy

- Process of executing enterprise architecture
- Political process, leadership essential, communication
- IT Strategy Committee
- IT Steering Committee

Week 6: Portfolio Management

- Deciding which IT initiatives, you will invest in
- Need for common business case
- Done by the IT Steering Committee
- Pennypacker & Retnas's five questions

Week 7: Policies

- Senior management wants certain behavior but can't be everywhere all the time
- Policies are written to tell employees how senior management wants them to behavior
- Policies can be written at different levels of the organization as senior management delegates responsibility for authorship

Week 8: IT Services and Quality

- IT is a service organization
- IT services can be managed using a quality perspective (ITIL)
- Any IT service should produce the same high-quality outcome every time
- Key quality concepts are customer focus, continuous improvement, employee empowerment, use of quality tools, product design, process management, and supplier quality.

Week 9: Outsourcing

- Any and all IT services can be outsourced but some should probably not be.
- Master Services Agreement
- Statement of Work
- Ownership of compliance and security remain with the company

Week 10: Monitoring and Evaluating IT

- Balanced scorecard
- Value metrics are hard to do but critical
- Hierarchical review up to board, hopefully

Week 11: IT Risk

- Risk Governance, Risk Evaluation, Risk Response
- Risk appetite, risk tolerance
- Four responses to risk: Avoid, Accept, Transfer, Mitigate

Week 12: Security

- Security is a special case of risk and control
- 10 Processes you must get right
- Incident response must be planned and practiced

Week 13: Disaster Recovery and Business Continuity

- Disaster recovery
- Business continuity
- Why is it hard?

Week 14: **Not on the final**

- Regulations
- Standards
- Maturity Models