How do we ensure that Information Technology is successful?

Many commentators on information technology have noted that organizations of all types and sizes are vulnerable to problems that arise in their IT projects and in their day to day operational use of IT. Many organizations that depend heavily on IT have taken a wide range of measures to reduce the risk of failures, but often with little impact. Projects still run into trouble, going over budget, taking too long and failing to deliver the intended business results. Operational systems and controls break down, creating inconvenience at best and exposing organizations to serious financial and reputational damage consequences at worst.

While investment in tools and frameworks under the label of "IT Governance" has resulted in some improvement, it has become clear that the improvement is insufficient – organizations need a different approach to ensuring that they make effective, efficient and acceptable use of information technology.

The international standard ISO/IEC 38500 positions Governance of IT as being key to the effective, efficient and acceptable use of IT by any organisation. It also establishes the role of the board and executive management in the system of governance, where the business has clear responsibility for how it uses IT and the IT organisation has responsibility for the supply of relevant IT capabilities.

When time and scarce, the Immersion class gives its participants the most comprehensive base of knowledge about the ISO 38500 approach to governing IT that can be covered in a single day. Beginning with a case study drawn from aviation, the Immersion class explores the business imperatives for successful use of IT in day by day operations and in building of new business capability. Participants build insight to the role and control of IT throughout the business cycle, and how governance and management tasks are interdependent. The key messages in ISO 38500 are individually identified and explained, along with the governance tasks and guiding principles. Learning and insight is reinforced through a 30 point self-assessment of how well each participant's organisation governs its use of IT. The Immersion class concludes with a high level overview of how organisations can progressively adopt ISO 38500 to improve their governance of IT.

Gain New Insight

Participants will gain new insight to help them:

- Allocate responsibility for IT correctly
- Align IT to business strategy forever
- Ensure success of IT investments
- Ensure that IT performs well
- Conform with formal rules
- Human Behaviour – a key success factor
- The board's role in governing IT
- Governing without technical detail
- Integrate governance and management.

Who should attend

- Business and IT leaders, from top executives to line managers including CEO, CFO, CIO, COO
- Members of corporate and project steering committees and IT boards
- Senior planners, project directors and senior operations managers (business and IT)
- Consultants, Auditors and Researchers
- This class can also be useful for board directors and members of board audit, risk and IT committees

This program is relevant to small, medium and large organizations in private, not-for-profit and government sectors.

Learn from a leading international expert

Mark Toomey is a leading international expert in top level governance of information technology and ISO/IEC 38500. He is a long-standing and key member of the committee responsible for Australian standards on governance and management of IT, and is Australia's lead representative to the corresponding international committee.

Mark writes and speaks extensively about how business leaders can govern IT. His publications include "*The Director's IT Compass*" and "*Waltzing with the Elephant – a comprehensive guide to Corporate Governance of Information Technology*". His company, Infonomics, helps leaders understand and improve their organization's Governance of IT, and expands the skills of consultants who help their clients improve Governance of IT.

Infonomics
Plain language about Governance of IT for executives and directors.

To learn more about ISO 38500 and Governance of IT, or to gain a clearer view of what is happening with your organisation's IT, please contact Infonomics now.

Email: info@infonomics.com.au   Web: www.infonomics.com.au

Four intensive sessions:

Session 1 - Setting the scene

- Module 1: Introductions and Objectives;
- Module 2: Drivers for improving Governance of IT;
- Module 3: The role of IT in contemporary organisations;

The scene-setting discussion establishes the problem that needs to be resolved by effective governance of IT, and establishes focus on the key issues that result in IT problems.

The first crucial concept is introduced – the role of IT in the contemporary organisation, using long established models for organisation change.

Session 2: Governance of IT

- Module 4: The relationship between "Corporate Governance" and "Governance of IT";
- Module 5: The Management Cycle for IT;
- Module 6: The ISO 38500 Model for Governing IT;
- Module 7: The Evaluate-Direct-Monitor Model;
- Module 8: 7 Key messages in ISO/IEC 38500;
- Module 9: Preliminary Self-assessment;

 "IT Governance" has become a very confused concept – with diverse definitions and meanings sometimes based in academic rigour but often focused more on vendor product. This session builds a common and consistent understanding of the definition provided in ISO/IEC 38500, and establishes the foundations for an effective approach to governing IT.

This session draws from authoritative sources to position governance of IT relative to overall governance of the organisation. It develops understanding of the crucial demand and supply aspects that must be addressed in effective governance of IT. These aspects are used to clearly identify core responsibilities in the basic cycle of business, creating a foundation for the model of governance used in ISO 38500.

Participants then explore the intent of the evaluate-direct-monitor model and look more closely at the key messages. The morning winds up with a first stage self-assessment using 12 indicators drawn from ISO 38500.

Session 3: The Principles

- Module 10: The concept of Principles;
- Module 11: The Responsibility Principle;
- Module 12: The Strategy Principle;
- Module 13: The Acquisition Principle;
- Module 14: The Conformance Principle;
- Module 15: The Performance Principle;

Principles guide behaviour and decision making. ISO/IEC 38500 defines six principles. In this session, participants then explore five principles, discussing each in turn, and then completing a brief, high level self-assessment against each. They will discover:

- That responsibility for IT cannot be narrowly defined – and that success with IT depends on proper allocation and discharge of responsibility.
- Aspects of strategy and planning that control whether IT is truly aligned to business need.
- How organizations should make decisions to spend on IT.
- Many dimensions of performance that may be important.
- The types of formal rules that are the target of the conformance principle, and the approaches that organizations might use to achieve its intent.
- The Human Behaviour discussion focuses on understanding the role that people and their behavioural traits play in determining the level of success that organizations have with information technology.

Session 4: Applying ISO/IEC 38500

- Module 16: The Human Behaviour Principle;
- Module 18: Queensland Health Payroll Case Study;
- Module 19: Using ISO/IEC 38500 and applying the principles.

Participants round-out the exploration of principles, first by looking at Human Behaviour, and then by briefly reviewing a case study of how ignoring principles led directly to a major IT Project failure.

During the final hour, participants are introduced to the techniques that can be used to begin a broad based program to adopt ISO 38500, as well as techniques for introducing the key principles to improve key aspects of IT planning, delivery and ongoing use.

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