



Corporate Governance of Information Technology

ISO 38500 Immersion Class Overview

Overview

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.

ISO/IEC 38500 is a milestone in the evolution of concepts and practice for governance of IT. The International Standard positions Corporate 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.

Learning objectives

Participants in the foundation class will be able to:

- Explain the broad implications of the six principles for good governance of IT;
- Accurately describe the role of IT in current and future activities of their organization;
- Explain why business leaders are key players in defining the demand for IT as they plan the business;
- Link the model for governance of IT to the basic cycle for planning, building and running a business;
- Describe the purpose and meaning of the six principles for governance of IT defined in ISO 38500;
- Position ISO/IEC 38500 against common IT frameworks such as CobiT, ITIL and ValIT;
- Explain a broad approach to improving success with IT through use of ISO 38500;
- Use ISO 38500/IEC as a framework for assessing current arrangements for governance of IT.

Who should attend?

The Immersion Class is designed for business and IT leaders from top executives to line managers who are specifically concerned with ensuring that their organisations have effective arrangements for directing and controlling the use of IT. This includes "C-level" executives (CEO, CFO, CIO, COO etc) as well as members of corporate and project steering committees and IT boards, senior planners, project directors and senior operations managers. It may also be of interest to board directors, consultants, auditors and researchers who seek to understand ways of promoting low-risk and successful use of IT. The class content is relevant to small, medium and large organizations in private, not-for-profit and government sectors.

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of IT for executives and directors.

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Immersion Class structure

The Immersion Class is made up of 16 modules, designed to focus discussion on the many important aspects of how organizations should govern their use of IT. During selected modules, participants will complete an individual self-assessment of their organization's own corporate governance of IT. The self-assessment provides an initial basis for planning any work that may be necessary to form a comprehensive view of, and perhaps to improve governance of IT in their organization. The modules are:

- Module 1: Introductions and Objectives;
- Module 2: Drivers for improving Governance of IT;
- Module 3: The role of IT in contemporary organisations;
- 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 Governance of IT;
- Module 7: The Evaluate-Direct-Monitor Model;
- Module 8: 7 Key messages in ISO/IEC 38500;
- Module 9: Preliminary Self-assessment;
- 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;
- Module 16: The Human Behaviour Principle;
- Module 18: Queensland Health Payroll Case Study;
- Module 19: Using ISO/IEC 38500 and applying the principles.

All participants will take away a comprehensive workbook containing the slides and notes, together with their self-assessment checklist.

About your class leader

Mark Toomey is an independent and outspoken advocate for good governance of information technology and a leading international expert in ISO/IEC 38500, the framework developed by the International Organization for Standardization for effective corporate governance in the area of information technology.

He is a prolific contributor to the developing body of knowledge about corporate governance of information technology. He has published numerous papers and magazine articles on governance of IT, has spoken at many major conferences with diverse audiences including company directors, banking executives, leading consultants and IT specialists. In November 2006, he published *The Director's IT Compass (Second Edition)*, a guide for directors who need to ask questions about their organisation's use and governance of IT, and in August 2009, he published *Waltzing with the Elephant*, a seminal work on the topic of the corporate direction and control of information technology as a tool of business. Through his company website www.infonomics.com.au, Mark publishes a monthly online newsletter which is read in more than 57 countries.

Mark is a past chair of the Standards Australia committee that developed AS8015 – the precursor to ISO/IEC 38500 and was the project editor responsible for preparing the final text of the international standard. With more than six years' experience in practical application of ISO 38500, Mark has become in-demand for his expert guidance on application of the new standard. He has conducted the Foundation Class for international audiences in Australia, New Zealand, Malaysia and Germany, and has run many shorter sessions in Netherlands, Belgium, Great Britain, Spain, Canada and the United States. Several Gulf Cooperation Council and Latin America states are shortly to be added to this list.

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