Success! Practical Stories of Building Engaged IT Governance

**Six Keys to Failure**
1. **Don't Ask, Tell**
   Reporting on decisions after they are made
2. **Don't Even Tell**
   Failure to follow up with results
3. **Clear as Mud**
   Complex and bureaucratic processes
4. **Waste Time**
   Meeting for the sake of meeting
5. **Wing It**
   Disorganization and failure to plan agendas
6. **Allow End Runs**
   Look the other way when rogue projects start

**What Keeps It Healthy**
- **PLAN PROCESSES**
  Engagement requires clear processes
- **ACTIVE MANAGEMENT**
  Significant staff effort is required
- **MEASURE OUTCOMES**
  Qualitative and quantitative measures
- **REVIEW RESULTS**
  Assess annually and adjust processes

**Governance Drives Maturity**
- **Absent**
  Usable Governance: Active planning and focused effort on developing processes
- **Developing**
  Visible Results: Sustainable and scalable practices are developed and in use
- **Established**
  Sustaining Success: Governance is an institutional practice, part of the culture, and regularly assessed for improvement
- **Optimized**
  Inclusivity: Recognition of need, discussion underway

**Mechanics Matter**
- **Make It Easy**
  Meet by desktop video
  Orientation for participants
  Provide administrative support
- **Make It Painless**
  Staff build agendas
  Simple intake forms
  Have a fast track process
- **Make It Clear**
  Communicate processes widely
  Reinforce processes frequently
  Keep documentation updated
- **Make It Consistent**
  Publish agendas in advance
  Publish minutes on time
  Maintain meeting schedules

**What You Need**
- **BUY-IN**
  SEE STRATEGIC VALUE
  EXECUTIVES
  SEE PRACTICAL VALUE
  IT COMMUNITY
- **PARTICIPATION**
  EXECUTIVES
  IT LEADERSHIP
  ADD VALUE BY
  LISTENING
  OPTIMIZING
  ADVOCATING
  INFORMING
  CAMPUS UNITS
  IT COMMUNITY
  CAMPUS UNITS
  IT COMMUNITY
  CAMPUS UNITS
  IT COMMUNITY

**Engaged IT Governance Is...**
- **MEANINGFUL**
  Relevant Agendas | Decisions to Make
  Visible Results | Ownership
- **INCLUSIVE**
  Academic & Business | Influencers & Leaders
  Faculty & Students | Empowered Decision Makers
- **USABLE**
  Dedicated Support | Minimum Bureaucracy
  Well Run Meetings | Clear Roles