

# Simplify Governance of Your IT Processes



NAVVIA

# Welcome!

## Your hosts for Today



Cecile Hurley  
Customer Success Manager

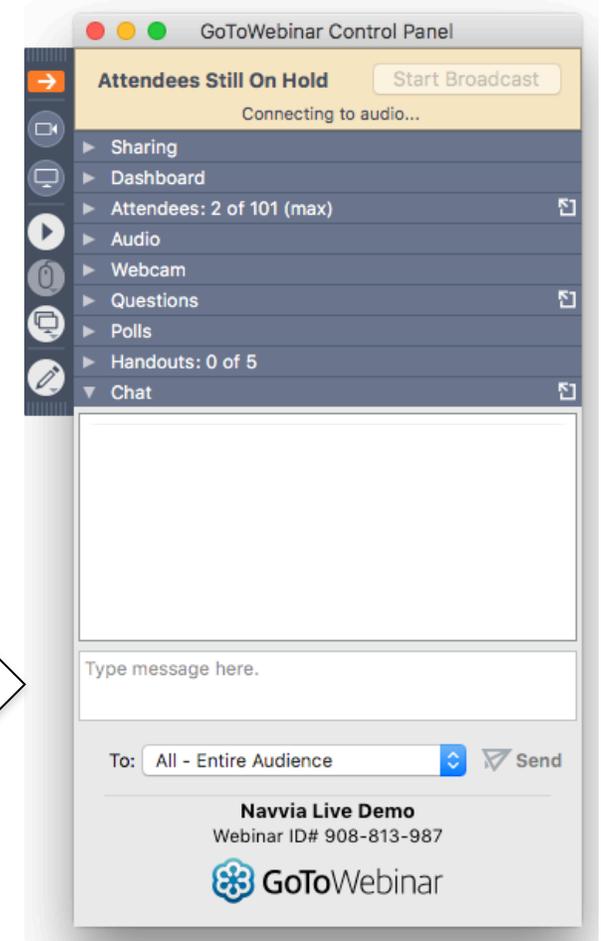


David Mainville  
CEO & Co-founder

# Housekeeping

- Use the control panel to interact with us
  - Look for the orange and white flower 
- Can you see & hear us?
  - Please enter your name & city to confirm

Enter questions or comments in the chat section



# About Navvia

## The Navvia Process Designer

The easiest and most cost-effective way to design, document and share processes

Used by great companies like...



# Let's get to know you...

What is your role in respect to IT Process Governance?

- A. Executive Sponsor
- B. Process Owner
- C. Process Manager
- D. GRC Professional
- E. Audit



# Hi everyone!

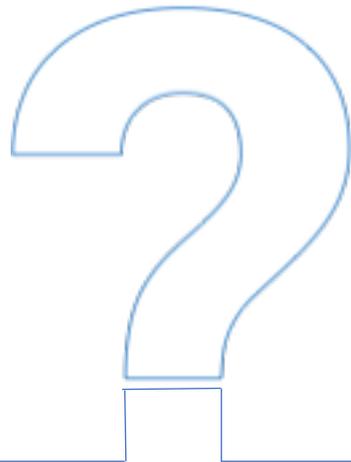


**David Mainville**  
CEO, Co-founder, Navvia

- 37 years in IT
- ITSM Practitioner
- ITSM Consultant / Architect
- Manager
- Executive

# Let's start with a question...

## Do IT processes matter?

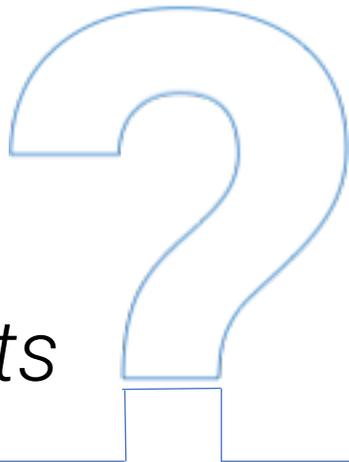


# Do IT processes matter?

IT is far more complex today...

- Regulatory and compliance issues
- Outsourcing
- Cloud computing
- Security threats
- Influx of mobile devices
- Development pressures
- Do more with less

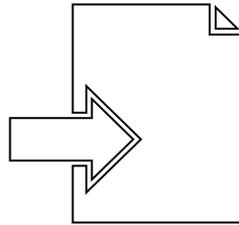
*What are your thoughts*



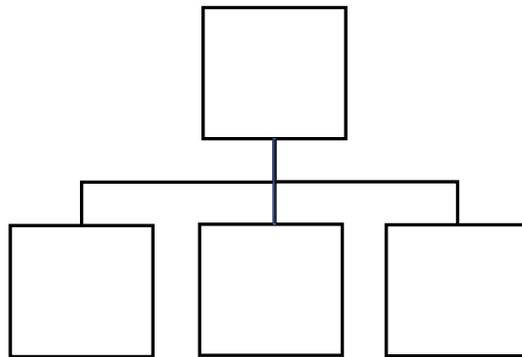
# Process 101

A set of actions that transform inputs to value-added outputs

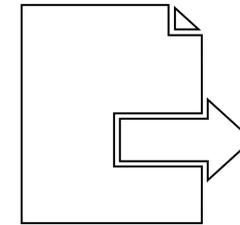
# Process 101



Inputs

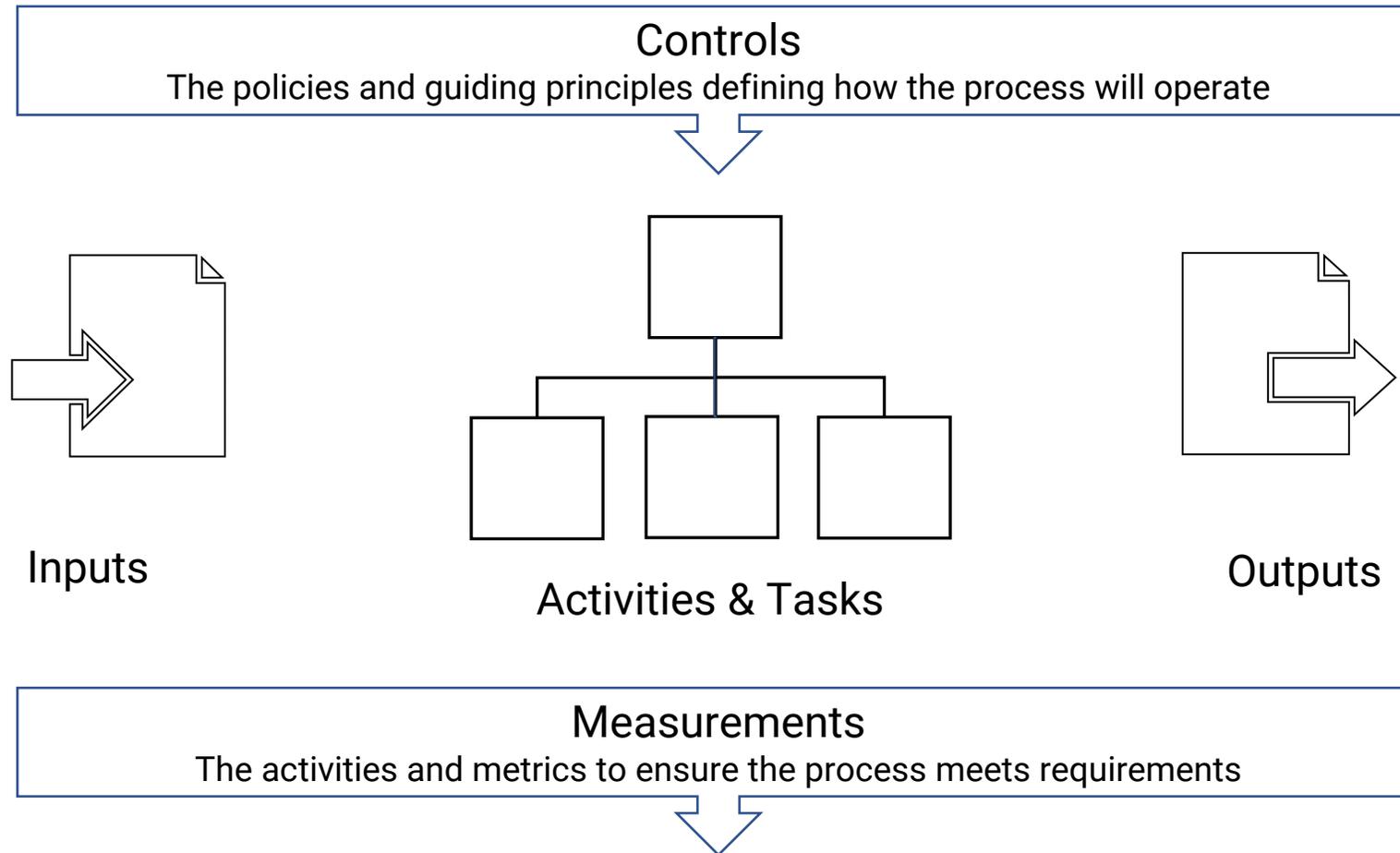


Activities & Tasks

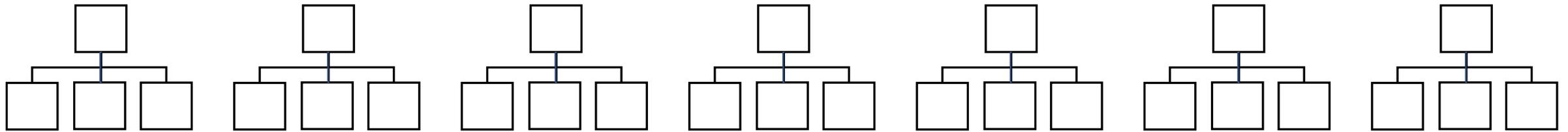


Outputs

# Process 101



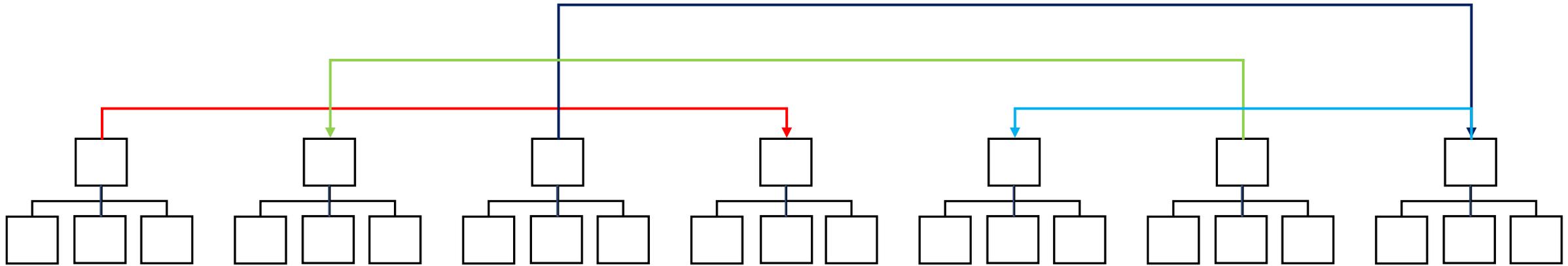
# IT vs Governance Processes



Individual IT Processes

# IT vs Governance Processes

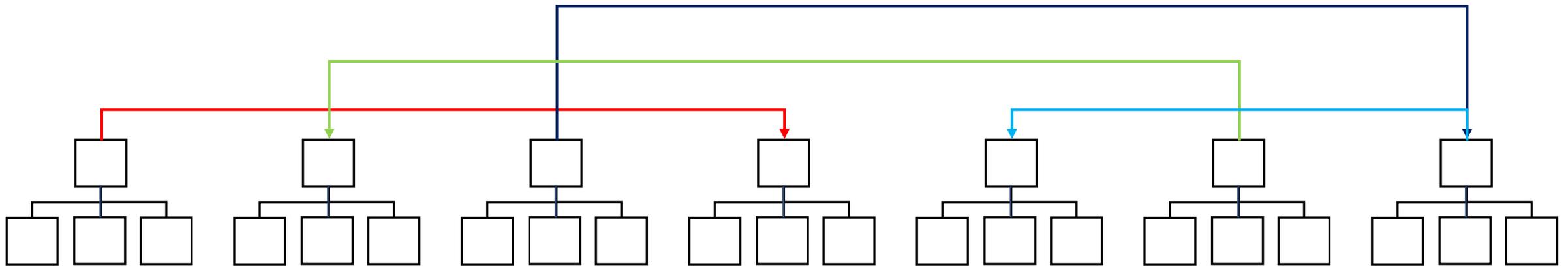
## Individual IT Processes...



Are interconnected – outputs of one becoming inputs of others

# IT vs Governance Processes

## IT Governance Process



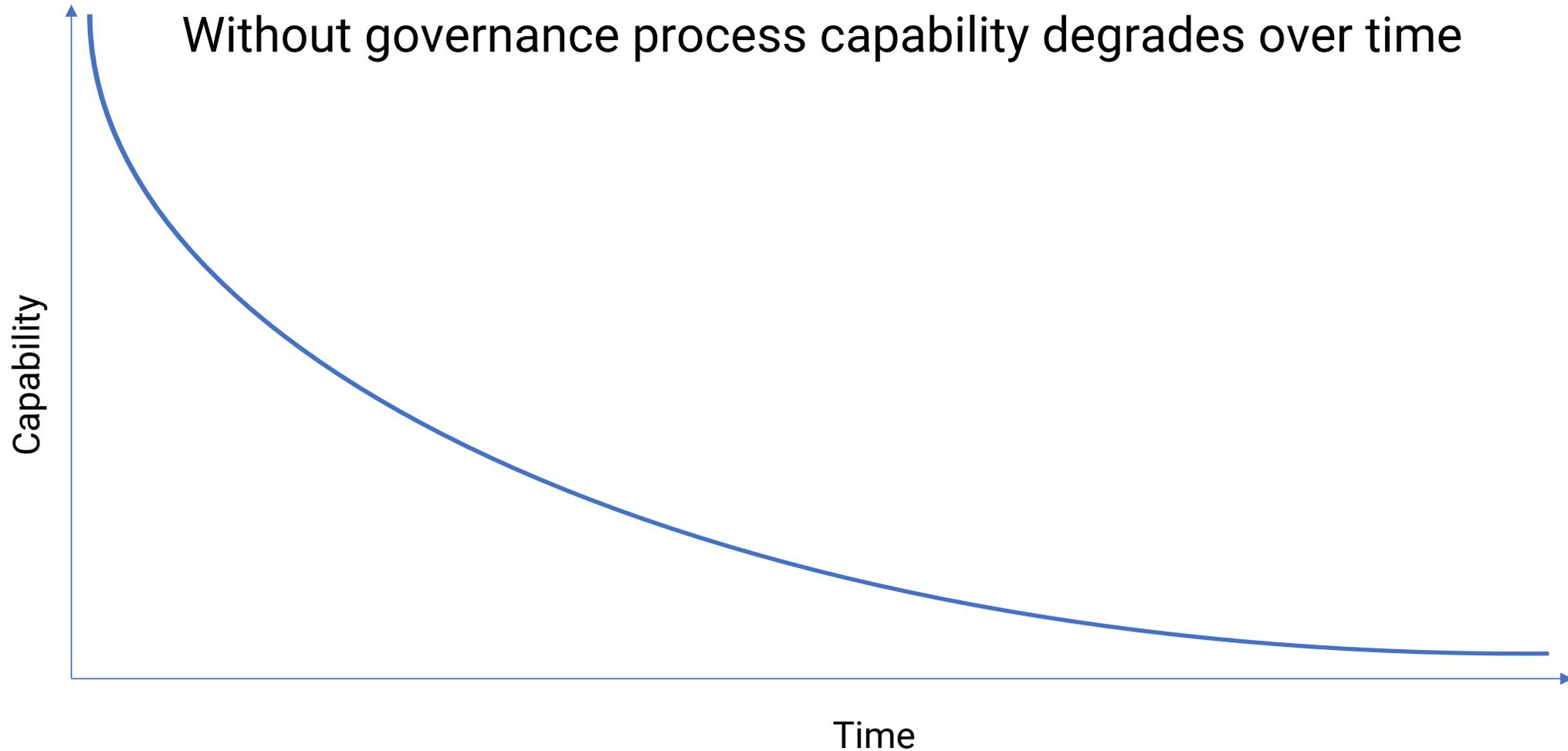
Ensuring the entire system of processes are governed

# IT Governance

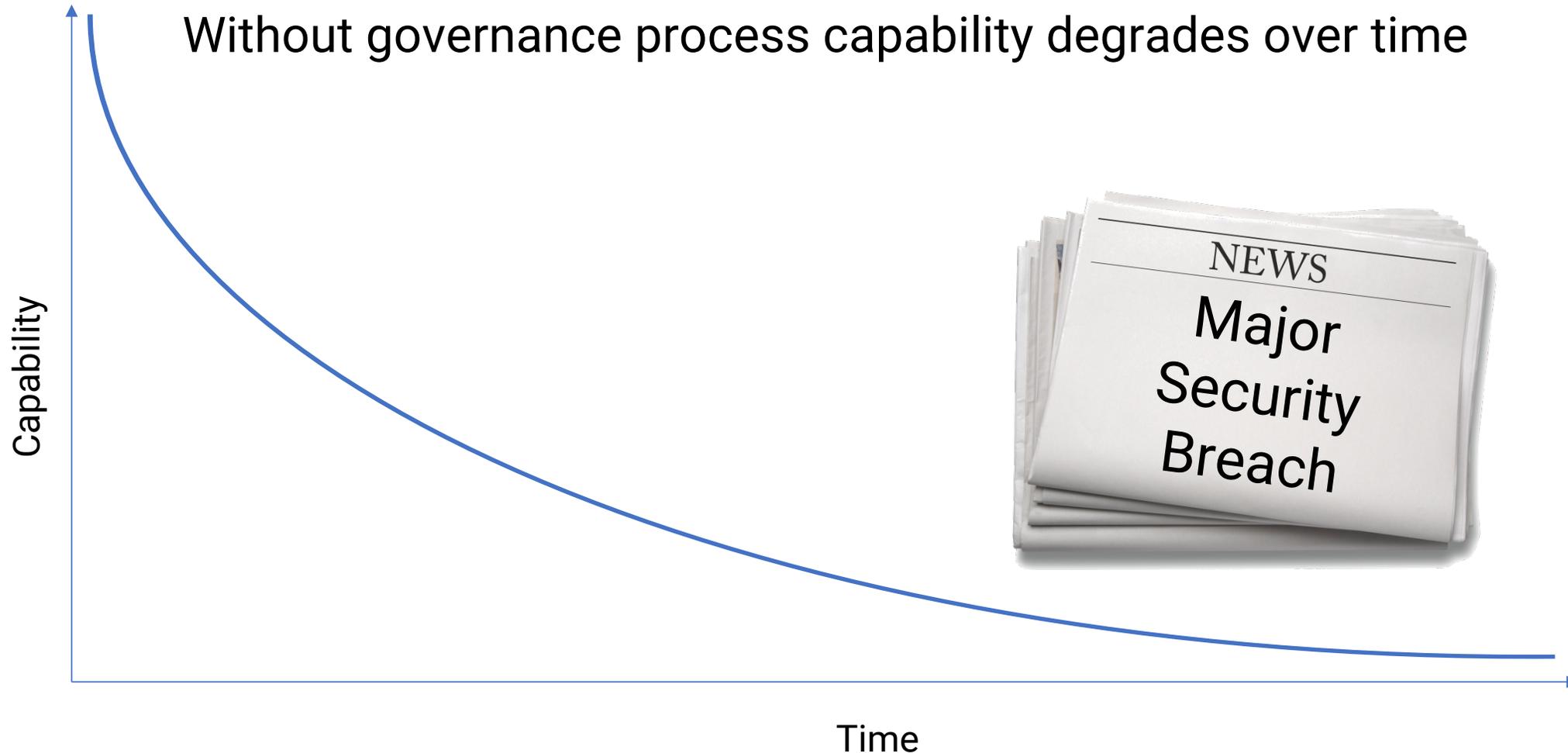
IT **governance** (ITG) is **defined** as the processes that ensure the effective and efficient use of IT in enabling an organization to achieve its goals.

Gartner IT Glossary - <http://www.gartner.com/it-glossary/it-governance>

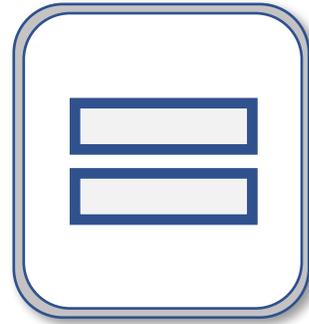
# Don't take your eye off the ball



# Don't take your eye off the ball



Governance



Accountability

# Process Governance Roles

Process Owner



Process Manager



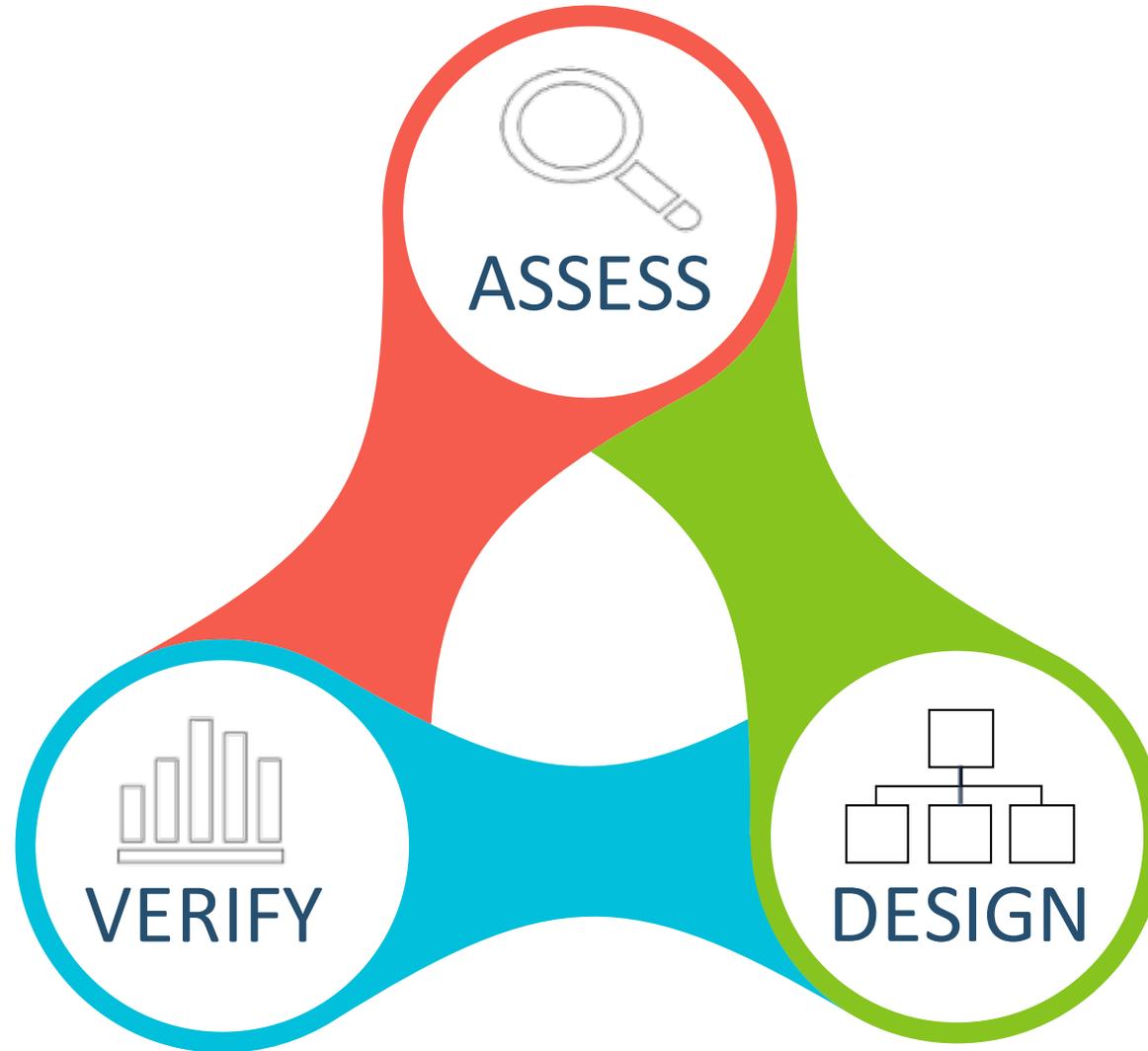
# Process Governance Roles

## Governance team

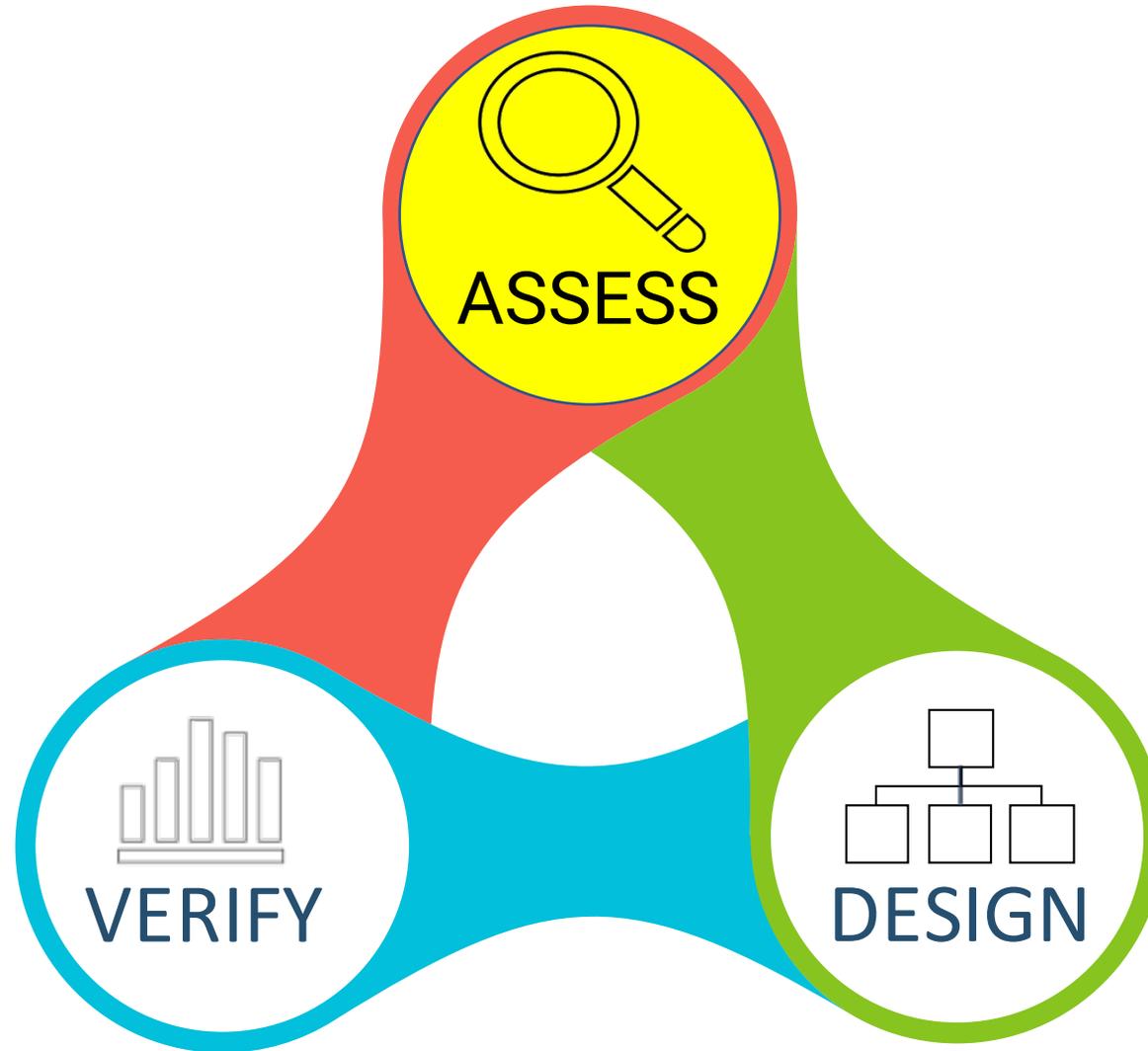


# IT Governance Approach

# IT Governance Approach



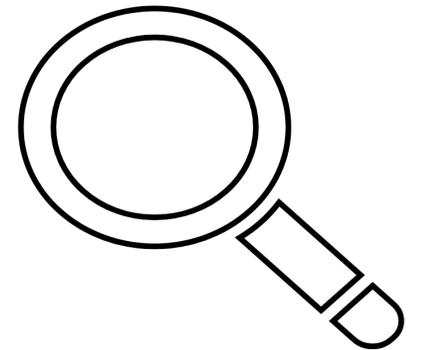
# Assess



# Assess

## Why is assessment important?

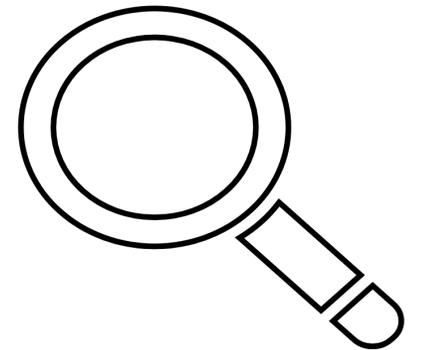
- Opens a dialogue with your stakeholders
- Is a catalyst for change
- Provides a baseline from which ROI can be measured
- Identifies gaps leading to improvements



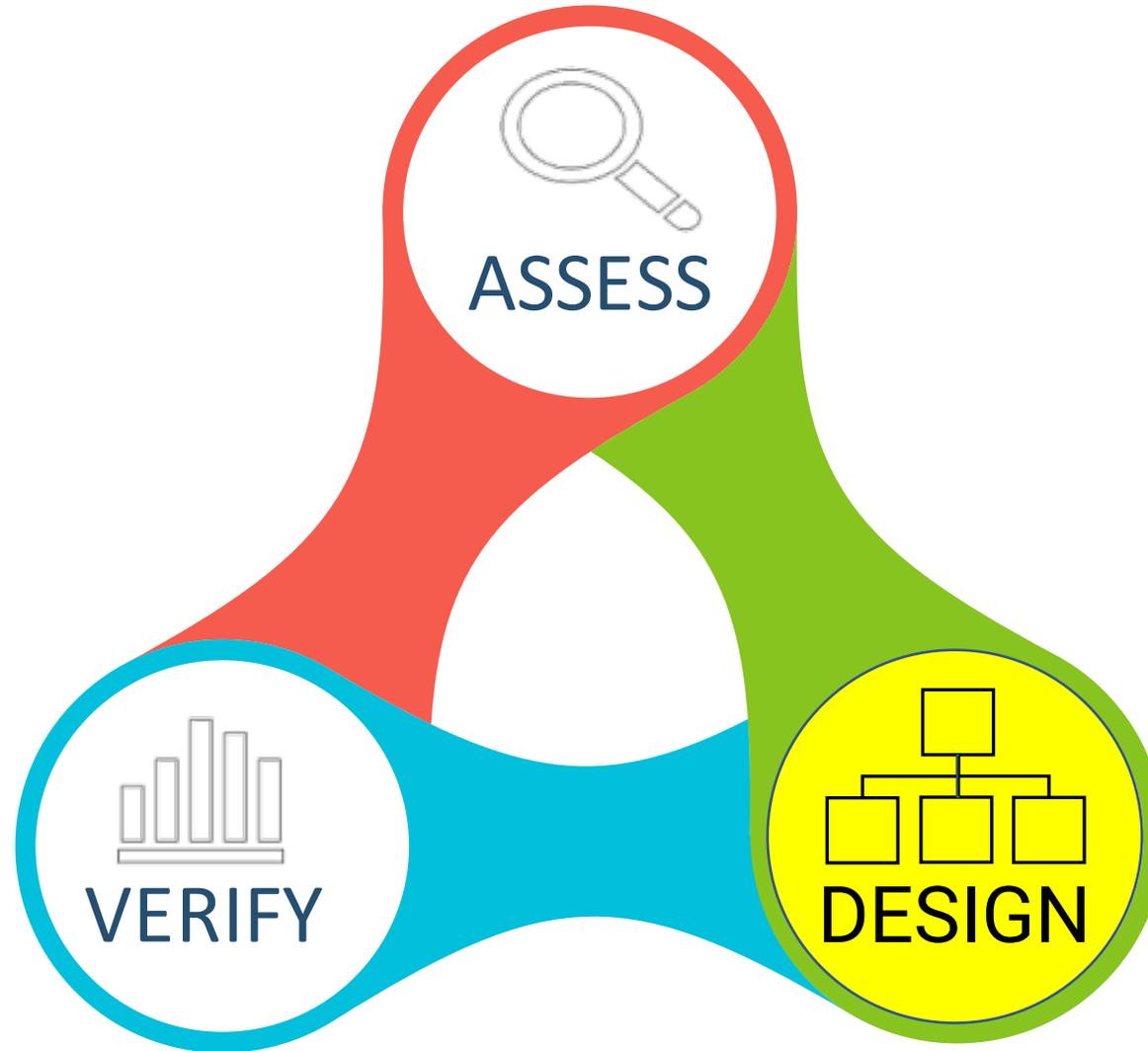
# Assess

## What are some techniques for conducting an assessment?

- Interviews with key stakeholders
- Workshops with subject matter experts to “go deep”
- Questionnaires to “go wide”
- Validation sessions to confirm findings
- Roadmap development to implement improvements



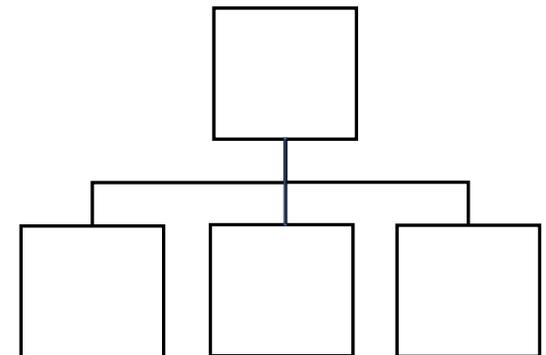
# Design



# Design

## How does design relate to process governance?

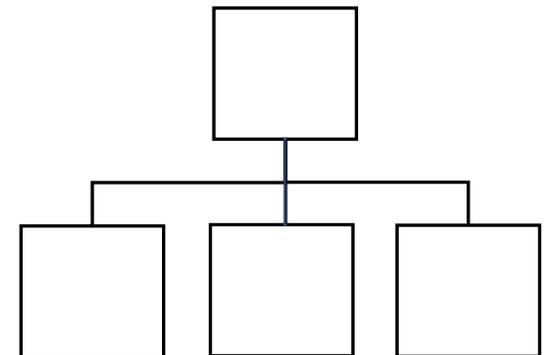
- Engages stakeholders to drive commitment
- Aligns process to business outcomes
- Identifies what needs to be done and who is responsible
- Establishes controls for process governance
- Drives requirements for process automation



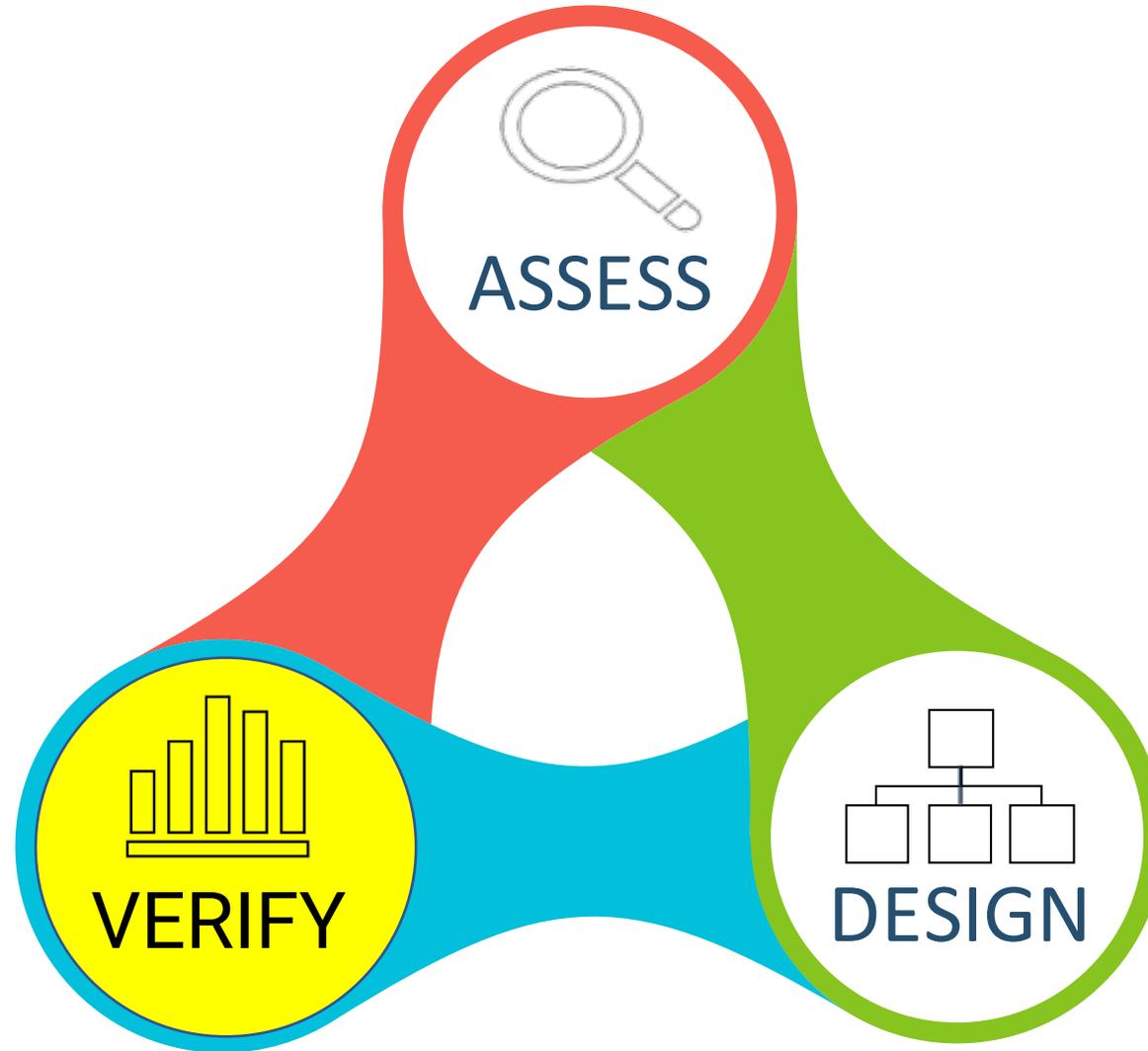
# Design

## What are best practices for process design?

- Identify Process Owners and Managers
- Adopt a standard for process design
- Run facilitated workshops to identify business requirements
- Identify detailed tool and data requirements
- Ensure you have an organizational change program
- Centralize process documentation



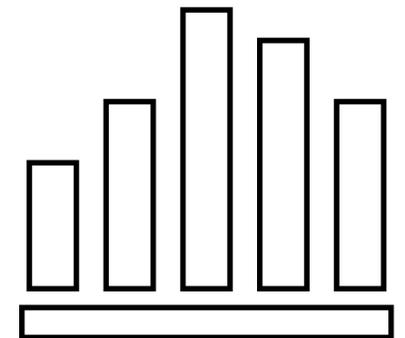
# Verify



# Verify

## Why is verification important?

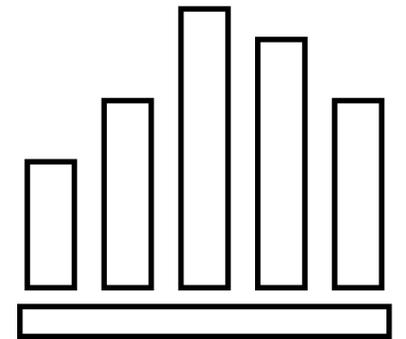
- Confirms alignment to business outcomes
- Supports regulatory requirements
- Immunizes against “process degradation”
- Identifies opportunities for continual improvement



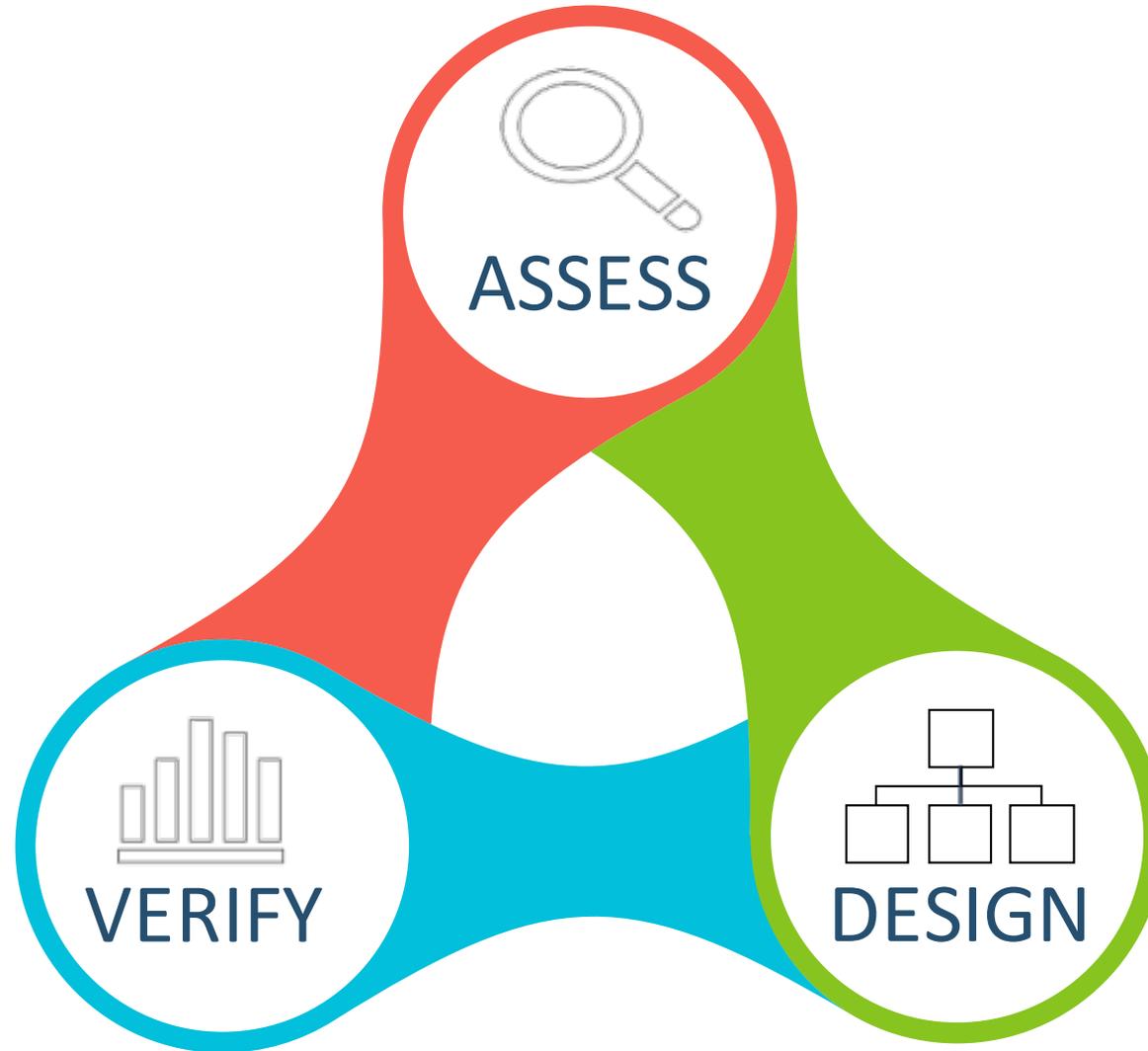
# Verify

## What are some techniques for process verification?

- Identify all frameworks you are required to report against
- Map controls to processes and then then to roles
- Create periodic tasks to collect evidence of compliance
- Establish a governance body to oversee verification
- Audit once, map controls to multiple frameworks



# Summary



# Summary

*“Without governance entropy takes hold and processes fail...”*

- Governance is a process on to itself
- Build governance into your process design
- Don't ignore the “people” aspect of governance
- Don't wait until the next big disaster to implement

# Want to learn more?

Register for our weekly demo

# Navvia.com/demo



Thank you!

David Mainville

[dmainville@navvia.com](mailto:dmainville@navvia.com)