

# IT Governance Infrastructure

## Infrastructure, Strategy, and Charter Template

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**2024**



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### IT Governance - Infrastructure, Strategy, and Charter

[Enterprise] Information Technology (IT) is a large and diverse organization that manages the information, internet, communication, and computer resources of [Enterprise]. This document

- ✚ Defines the core IT Governance process and guidelines
- ✚ Defines IT responsibilities that are the building blocks of a well-performing organization
- ✚ Highlights the overall guidelines and policies of [Enterprise] IT
- ✚ Provides an understanding of how IT integrates with the enterprise
- ✚ References additional documentation that addresses more tactical standards and guidelines found throughout the company

### Benefits of IT Infrastructure Management

IT Infrastructure management commonly supports operational functions such as system management, change control, release management, network management, application management, job management, and database management. Across these functions, IT Infrastructure management provides many benefits that can result in cost savings, improved service levels, and operational efficiencies. Benefits include:

✚ **Saving IT staff time by standardizing routine tasks** - Policies, procedures, and alerts and notification can be standardized and by member. For individual system

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Productivity is a measure of how much staff time can be spent on work that brings value to the business - such as deploying new or improved applications to increase competitive advantage. The use of standardized infrastructure management processes can help increase the proportion of staff time that can be used for more productive work that can increase business value in addition to improving the service levels provided by IT.

- ✚ **Higher availability and improved IT Service Management** - With enterprise operations throughout the organization increasingly depending on information systems, system, and network availability are key IT and enterprise requirements. While costs vary based on factors such as the nature of the applications, any unplanned downtimes have direct costs that arise from the loss of business opportunity and decreased end-user productivity. The use of infrastructure management processes can reduce downtime, improve application performance, and improve revenue opportunities for the business.

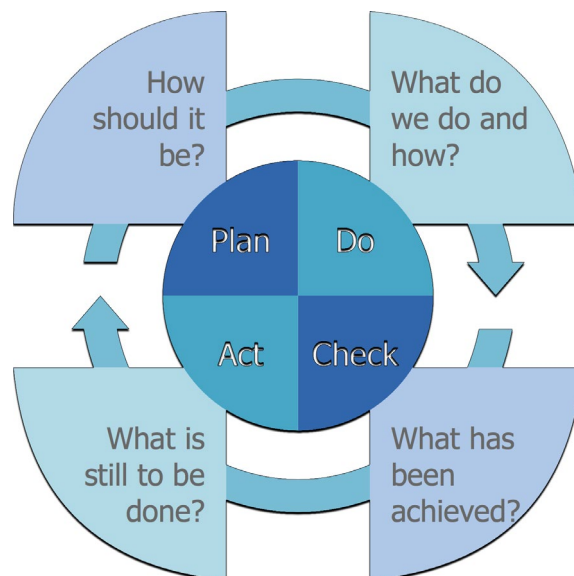
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- ✚ **ISO 27002** – The ISO 27002 standard is a renaming of the ISO 17799 standard, which is a code of practice for information security. It outlines controls and control mechanisms, which may be implemented subject to the guidance provided within ISO 27001.

The standard “established guidelines and general principles for initiating, implementing, maintaining, and improving information security management within an organization”. The actual controls listed in the standard are intended to address the specific requirements identified via a formal risk assessment. The standard is also intended to provide a guide for the development of “organizational security standards and effective security management practices and to help build confidence in inter-organizational activities”.

- ✚ **ISO 27003** – This is a PROPOSED Standard, which has yet to be completely defined. This will be the official number of a new standard intended to offer guidance for the implementation of an ISMS (Information Security Management System). The purpose of this proposed development is to provide help and guidance in implementing ISMS. This will be a quality control standard when it is released. ISO 27003 will focus on utilizing the Plan-Do-Act-Check (PDCA) method when establishing, implementing, reviewing, and improving the ISMS.



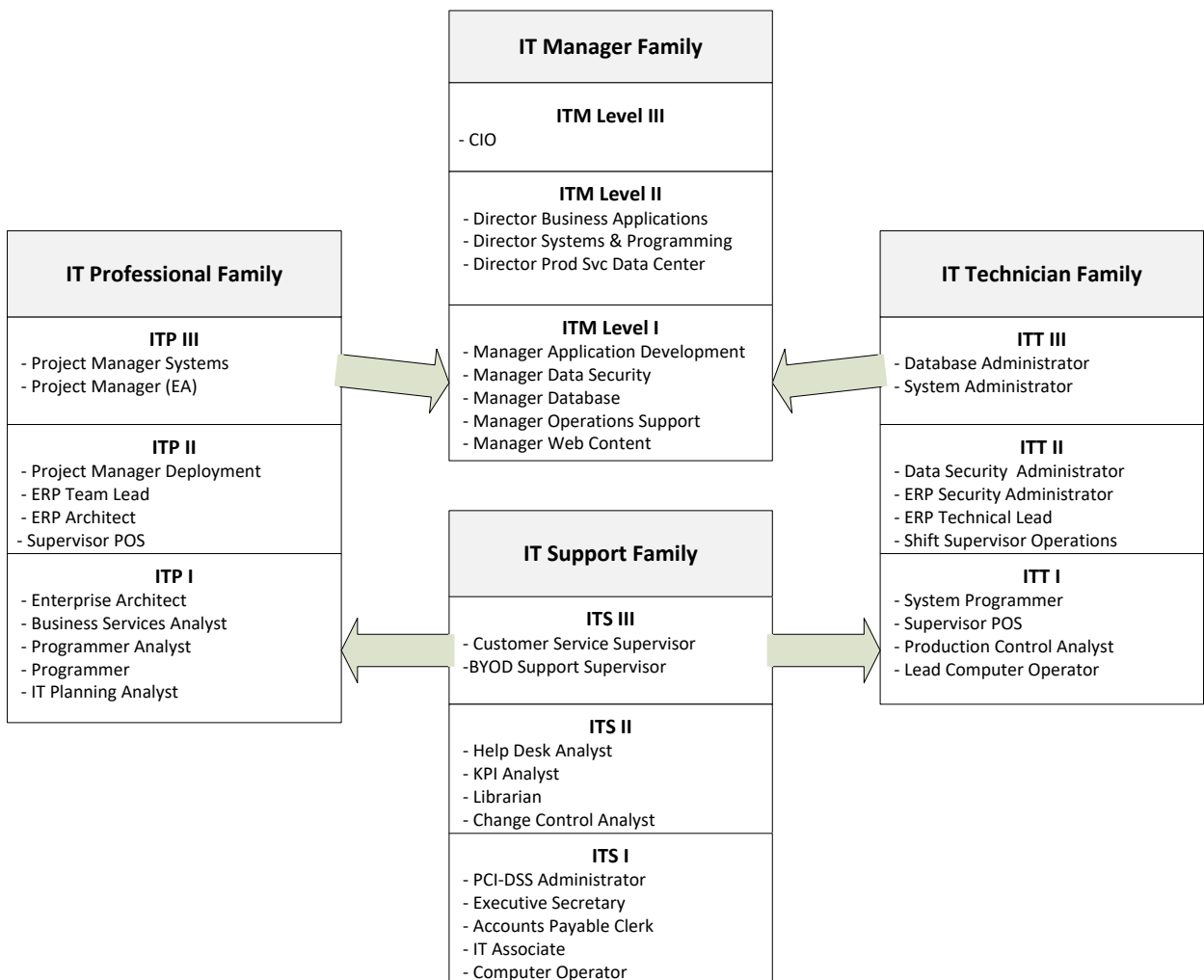
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### IT Job Families



Note – We are currently developing a new job family associated with AI, Machine Learning, Block Chain, and Large Language Models IT Professionals. Those will be reflected in later versions of this document.

### Strategy

Over 80% of small to mid-sized businesses (SMB) and all large businesses focus on customer and supplier re-engagement and channel development programs via social media. There is extreme price and value-based competition in this arena. There is a requirement to present the outside world with more choices and interaction capabilities.

To be successful, an ERP and/or Omni commerce implementation must adhere to certain criteria need to be met:

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demand

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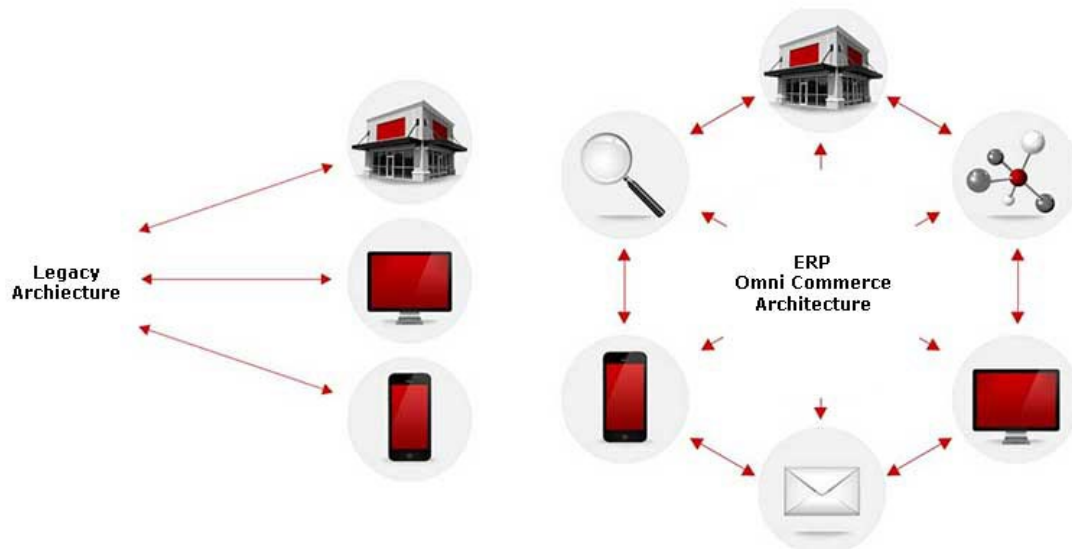
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inciples and

any changes to meet

Some businesses feel that they can continue to function effectively without a move to ERP and or Omni Commerce – but they are mistaken as more and more businesses are driven by the Internet and direct interaction between the "customer" and the enterprise with devices outside of the control of the IT function.

Legacy systems are typically developed with the design concept that an application is for a single purpose. The graphic below depicts the difference in applicant architecture for a legacy-based application versus an ERP or Omni Commerce application.





#### Top 10 Best Practices for Omni Commerce Implementation

1. The Internet commerce function should be a top priority and have a business "champion" who is pushing for it – not just the IT pros in the enterprise
2. Create an infrastructure strategy that addresses both traditional procedural solutions and ones that leverage cloud-based applications. You do not have to invent – utilize the work of others. (See IT Infrastructure, Strategy, and Charter Template -- <https://e-janco.com/Infrastructure.html>)

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3. and minimize the cost of new development that may not produce the results you want.
4. Move quickly and be "first" to the market – create a competitive advantage. A perfect solution is not required, but rather one that works in your environment and meets all the mandated compliance requirements.
5. Create a social media presence for the company and its products and/or services.
6. Focus on the "customer" both internal and external, they are the ones who will benefit the most from a robust granular solution.
7. Utilize social media sign-in to minimize password fatigue. Surveys have found that more than 75% of all shopping cart activity is abandoned at the sign-in step.
8. Design content and site flow to be device-independent. The user may start on a desktop; move to a SmartPhone; and then complete the activity on a tablet.
9. Move away from the "3-column" design to the panel design. Design with "large" images as the focal point so that the user experience is improved.
10. Display products and services in natural settings – not as stand-alone images. This helps to provide reference points for the user looking at the product.

### Risks

The failure to implement properly a uniform set of controls can create two broad categories of risks:

- ✚ Corruption or loss of data and/or program software; and
- ✚ Impediments to the efficient operation and management of [Enterprise].

The quality of data is paramount to the successful management of all operations. Should the data, or the systems, that produce that data, be corrupted, whether intentionally or unintentionally, the financial loss is highly probable.

### Types of Risk



Types of Risks

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### Service Requests

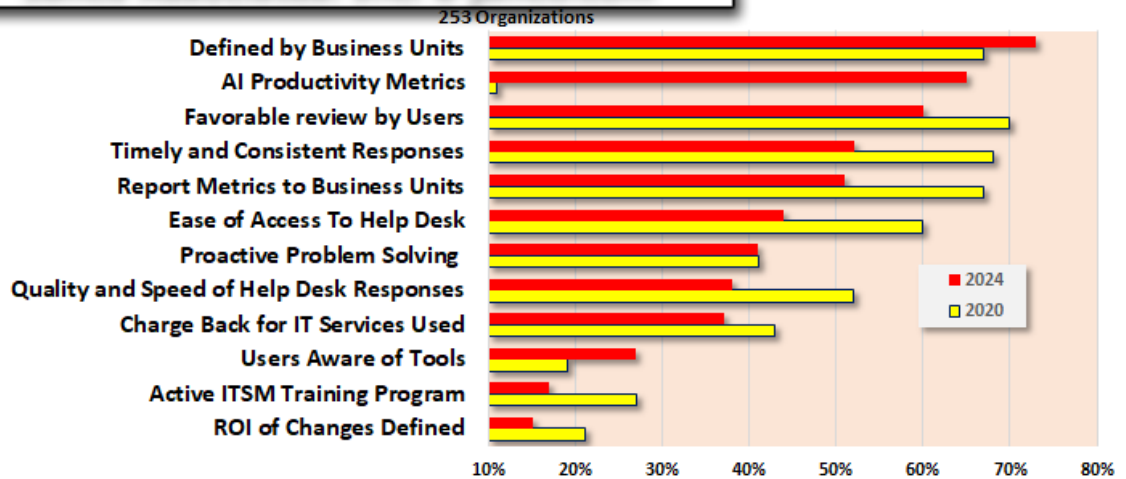
#### Other [Enterprise] Resources

- ✓ Problem Resolution Process
- ✓ Equipment/Service Request Policy
- ✓ Standard Contracts
- ✓ IT Service Management Policy Template - <https://e-janco.com/itsm.htm>

The Service Request (SR) process provides a way to manage the many users and [Enterprise] IT activities from the time the request is initially drafted until it is completed and fully implemented in the user environment. [Enterprise] has two forms of service requests - Equipment/Service Requests (ESR) and the Problem Resolution Process. According to policy, ESRs are to be completed and approved when requesting the acquisition or installation of hardware, software, and services. On the other hand,

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Appendix

CIO and CTO Expanded Roles

The CIO and CTO have had their roles expanded as more businesses have moved to an Internet-based environment from the traditional “brick and mortar”. The job description for these positions, which are included as separate attachments, has been expanded accordingly.

Responsibility	CIO and CTO Traditional Roles	CIO and CTO Value Added Role
Strategy and Planning	<ul style="list-style-type: none"> <li>Define, update, and implement IT Strategy</li> <li>Manage IT across the enterprise</li> </ul>	<ul style="list-style-type: none"> <li>Align IT objectives and programs with enterprise objectives and strategies</li> <li>Coordinate IT across the enterprise</li> </ul>
Control	<ul style="list-style-type: none"> <li>Align IT, teams, with enterprise performance objectives</li> <li>Control performance objectives</li> <li>Control overall technology budget</li> </ul>	<ul style="list-style-type: none"> <li>Define KP metrics based on overall enterprise objectives</li> <li>Report performance status</li> <li>Coordinate overall technology budgets</li> </ul>
Service	<ul style="list-style-type: none"> <li>Acquire software/hardware</li> <li>Select, manage, and control IT providers</li> </ul>	<ul style="list-style-type: none"> <li>Maximize the mix of in-house versus outsourced providers</li> <li>Establish strategic service provider partnerships</li> </ul>
Risk Management	<ul style="list-style-type: none"> <li>Align IT risk management with IT performance objectives</li> </ul>	<ul style="list-style-type: none"> <li>Align IT risk management with enterprise-wide risk management</li> </ul>
Business Processes	<ul style="list-style-type: none"> <li>Defer to enterprise operational requirements</li> <li>Follow IT System Development Methodology (SMD)</li> </ul>	<ul style="list-style-type: none"> <li>Optimize and design enterprise processes</li> <li>Define and adjust IT standards and technologies</li> </ul>
Strategic IT Initiatives	<ul style="list-style-type: none"> <li>Plan and manage strategic IT initiatives</li> <li>Manage application portfolio</li> <li>Manage IT projects</li> </ul>	<ul style="list-style-type: none"> <li>Shift decisions to enterprise operational groups</li> <li>Include enterprise process executive in IT governance</li> </ul>
Enterprise Infrastructure Application	<p><b>This is a sample of the final product these pages are for your review only and are protected by Janco’s copyright PAGES HAVE BEEN EXCLUDED</b></p> <p><b>Janco Associates. Inc. e-janco.com</b></p>	



## Job Descriptions

The job descriptions are included in a secondary directory (Job Descriptions) and not part of this document, the pdf, or the ePub versions of it.

**CIO Job Description**

**CIO Job Description (small enterprise)**

**Chief Experience Officer (CXO)**

**Chief Compliance Officer (CCO)**

**Chief Data Officer**

**Chief Digital Officer**

**Chief Mobility Officer**

**Chief Security Officer**

**Chief Technology Officer**

**Digital Brand Manager**

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#### Electronic Forms

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**Employee Termination Checklist**

**Pandemic Planning Checklist**

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#### What's New

##### 2024

- ✚ Added Best Practices for AI Deployment
- ✚ Updated attached job descriptions to 2024 versions
- ✚ Updated attached electronic forms to 2024 versions
- ✚ Updated survey data to 2024 survey results includes WFH KPI Metrics data
- ✚ Updated graphics

##### 2023

- ✚ Added ISO 28000 materials
- ✚ Updated attached job descriptions to 2023 versions
- ✚ Updated attached electronic forms to 2023 versions
- ✚ Updated survey data to 2023 survey results includes WFH KPI Metrics data
- ✚ Updated graphics

##### 2022

- ✚ Updated attached job descriptions to 2022 versions
- ✚ Updated attached electronic forms to 2022 versions
- ✚ Updated survey data to 2022 survey results includes WFH KPI Metrics data
- ✚ Updated graphics

##### 2021

- ✚ Added WFH considerations
- ✚ Added Job Descriptions
  - Chief Compliance Officer
  - Chief Data Officer
- ✚ Updated attached job descriptions
- ✚ Updated attached electronic forms

##### 2020

- ✚ Added materials for Pandemic Planning in the DR/BC governance section
- ✚ Updated all included Job Descriptions
- ✚ Updated to meet the latest compliance mandates
- ✚ Added electronic forms
  - Employee Termination Checklist
  - Pandemic Planning Checklist