



www.esaunggul.ac.id

CME 201 TOPIK DALAM IT GOVERNANCE
PERTEMUAN 1
PROGRAM STUDI MAGISTER ILMU KOMPUTER
FAKULTAS ILMU KOMPUTER

TOPIK DALAM IT GOVERNANCE

Pertemuan 1

INDIKATOR

Kegiatan :

- Penjelasan mengenai materi yang akan dipelajari selama satu semester
- Penjelasan tentang referensi yang digunakan
- Penjelasan tentang aturan perkuliahan

... and CIO's must balance among many competing priorities.

Maximize return:

- Improve business results; grow revenue and earnings, cash flow, reduced cost-of-operation

Increase agility:

- Enable the business organization and operations to adapt to changing business needs

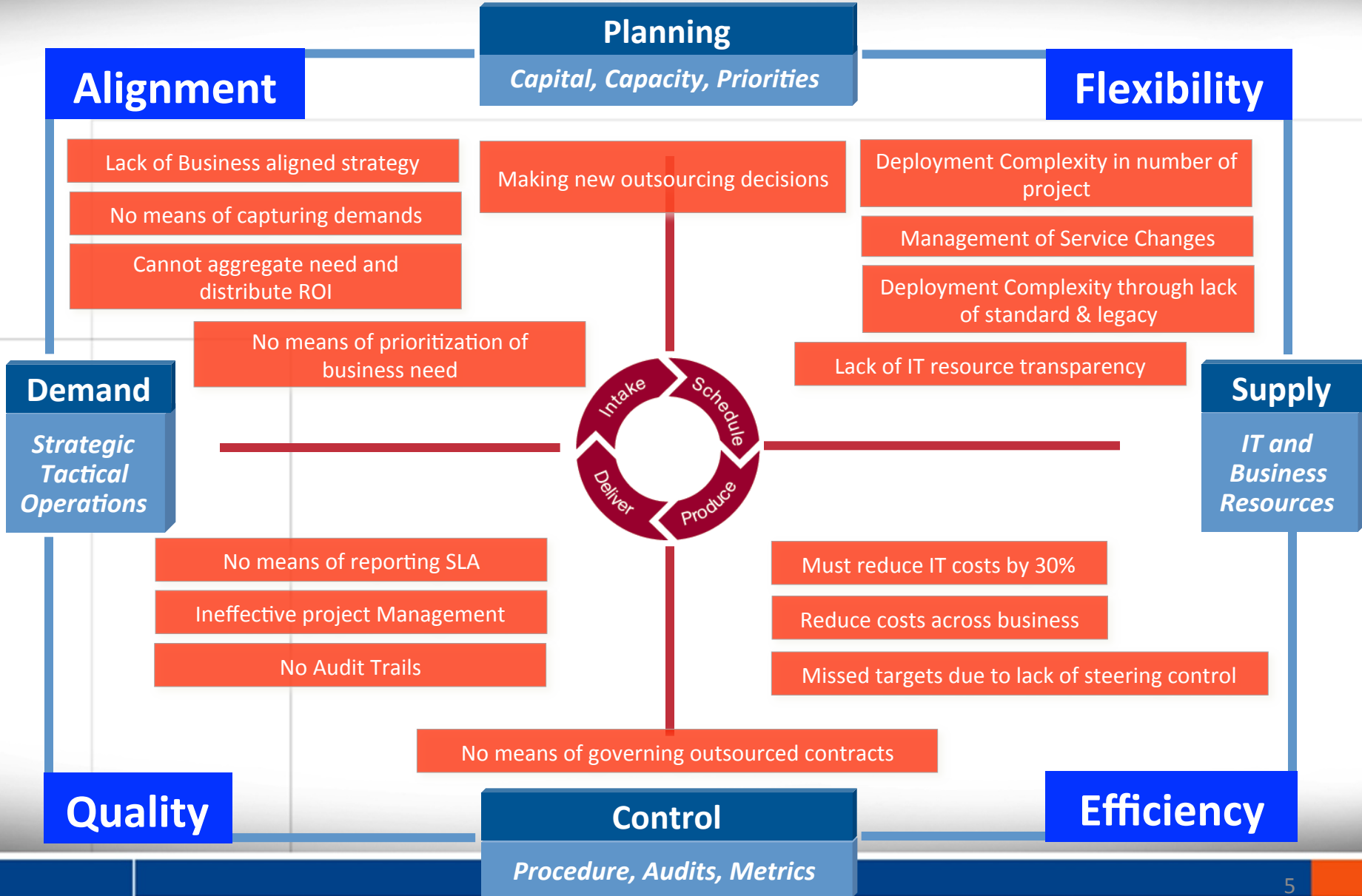
Mitigate risk:

- Ensure security and continuity of internal business operations, while minimizing exposure to external risk factor

Improve performance:

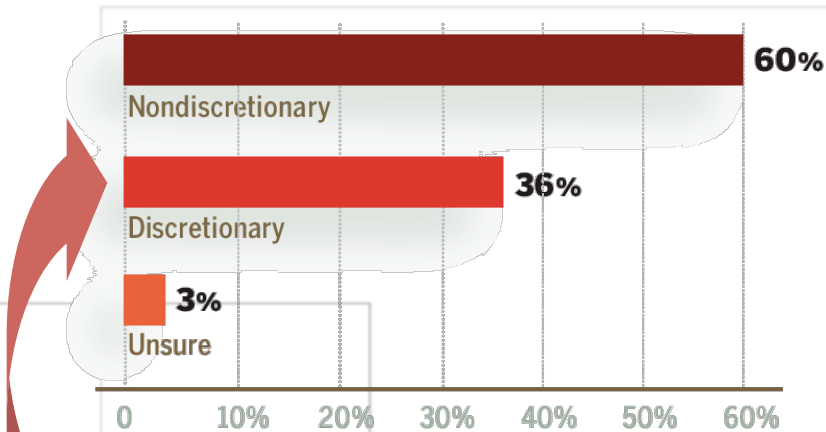
- Improve business operations performance end-to-end across the enterprise
- Increase customer and employee satisfaction

Needs, Issues & Challenges



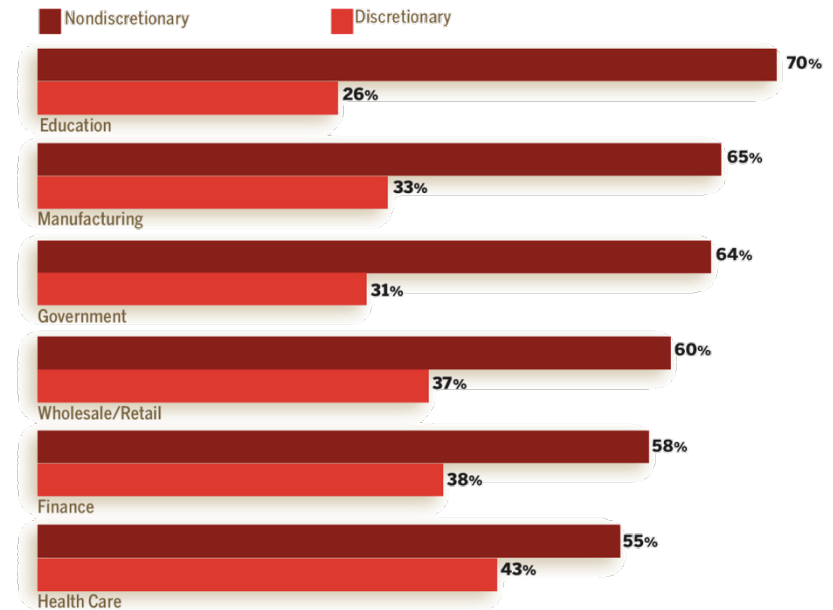
Budget available to support innovation

Discretionary vs. Nondiscretionary



36% of the average CIO's budget can be devoted to providing new capabilities.

BY INDUSTRY

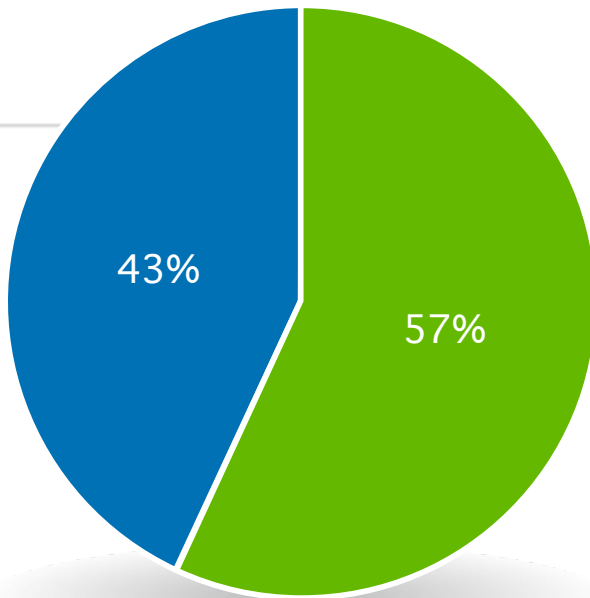


Q: What percent of your total IT budget is devoted to: Non-discretionary items infrastructure, support and maintenance or Discretionary items new capabilities?

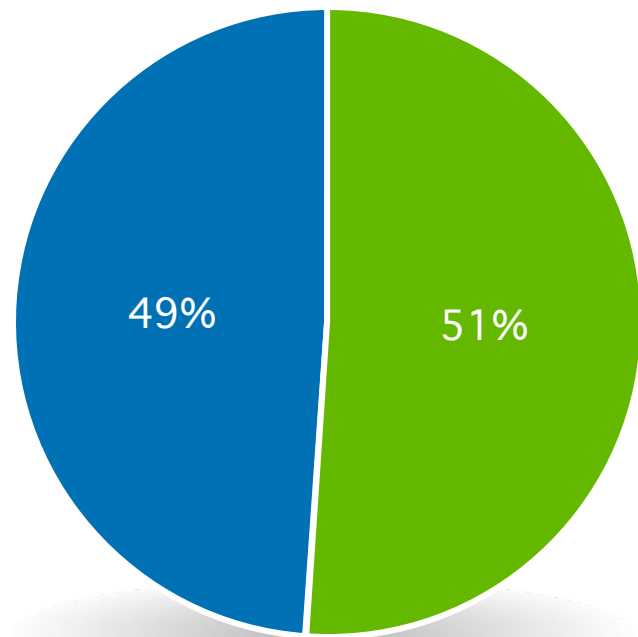
How many IT projects have positive business outcomes?...

- Half or less
- More than half

Worldwide



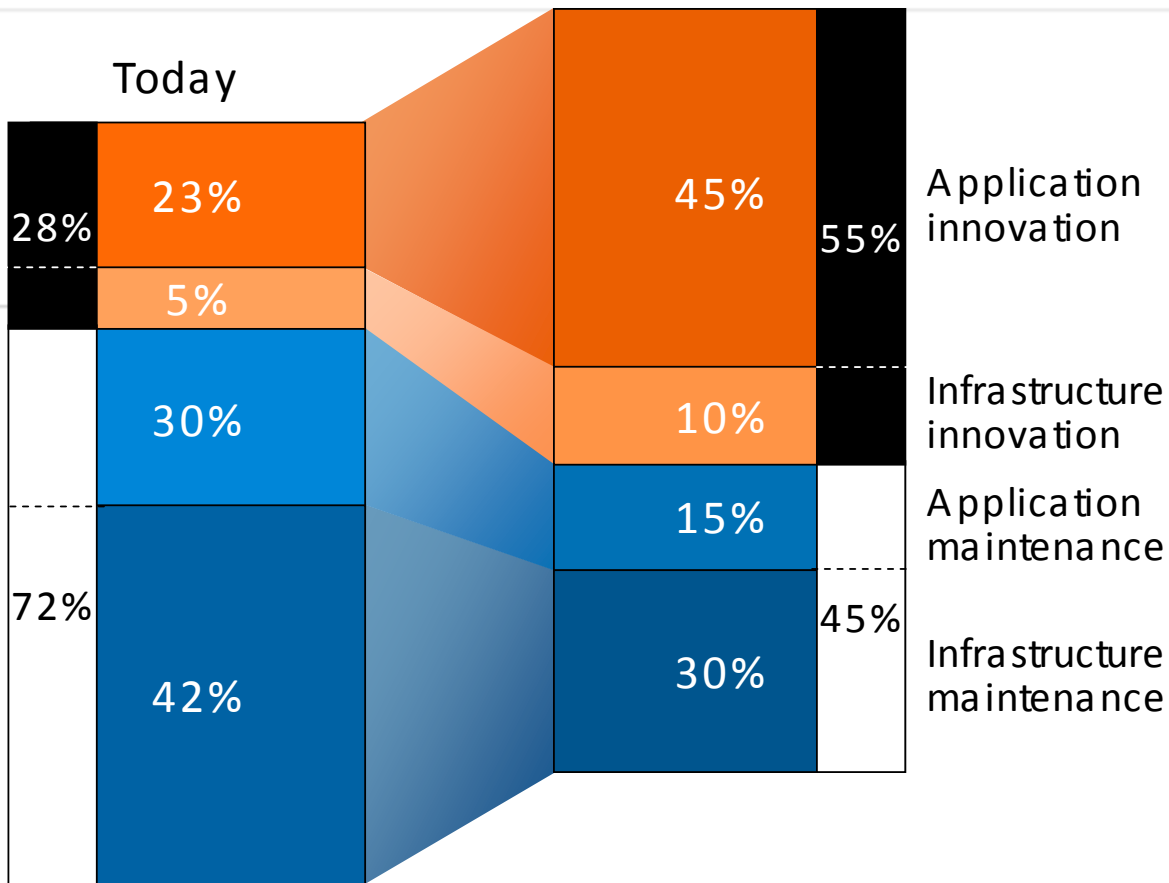
EMEA



...still not enough!

Driving Innovation

In 3 years



By transforming the % of IT spending consumed by ongoing operations ...

Tangible Benefits

Cost avoidance

- Stopped \$8 mill in projects unlikely to deliver expected business value
- Saved \$3.7 mill by avoiding investment in non-viable projects
- IT spend not aligned to IT strategy reduced by 25%
- IT project scope change orders reduced by 57%

Cost reduction

- “At risk” projects reduced by over 30%
- Audit costs reduced by £1.2 mill per year
- IT labour costs reduced by \$320k
- IT budget on target

Efficiency gains

- Reduced project funding process from 6 weeks to 1 week
- Schedule tracking and updating lead time reduced by 67%
- Reporting efficiency increased by 75%
- IT labour efficiency increased by 10%
- Project management bandwidth increased by 12%
- Demand queue reduced by 67%

What is IT Governance?

working definition

Decision rights
framework &
mechanisms

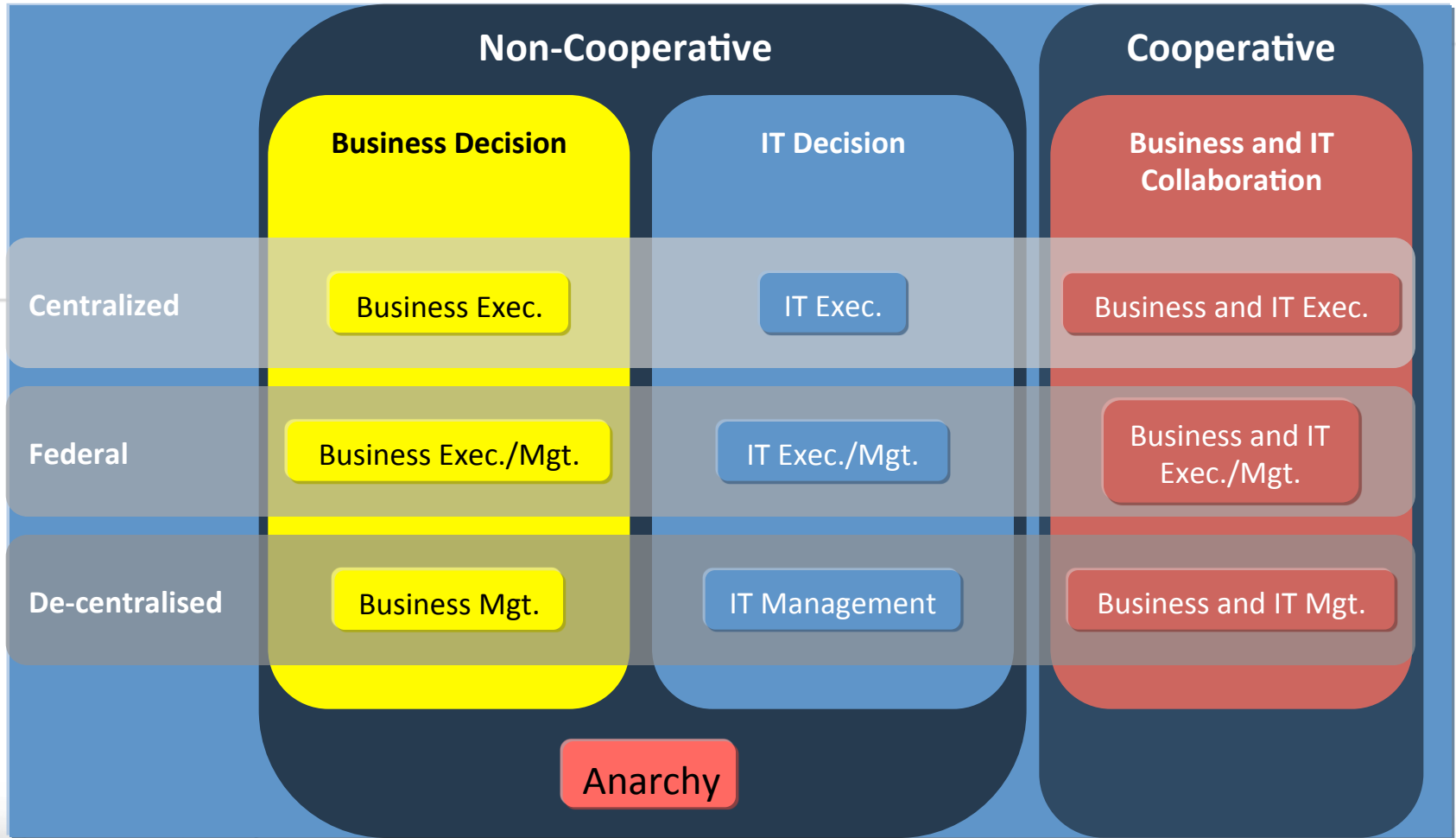
Vision,
goals/priorities, measures; value
prop & service portfolio;
resource approaches &
commitments;
change management

IT governance is the **formal process** of defining the **strategy** of the IT organization and **overseeing its execution** to achieve the **goals of the enterprise**.

Aligned/synchronized with the
enterprise strategy, including other
key asset strategies

Translation into
aligned, tactical, operational
plans; closed-loop monitoring & control
accountability;
regulatory compliance

Who are the Decision Makers?

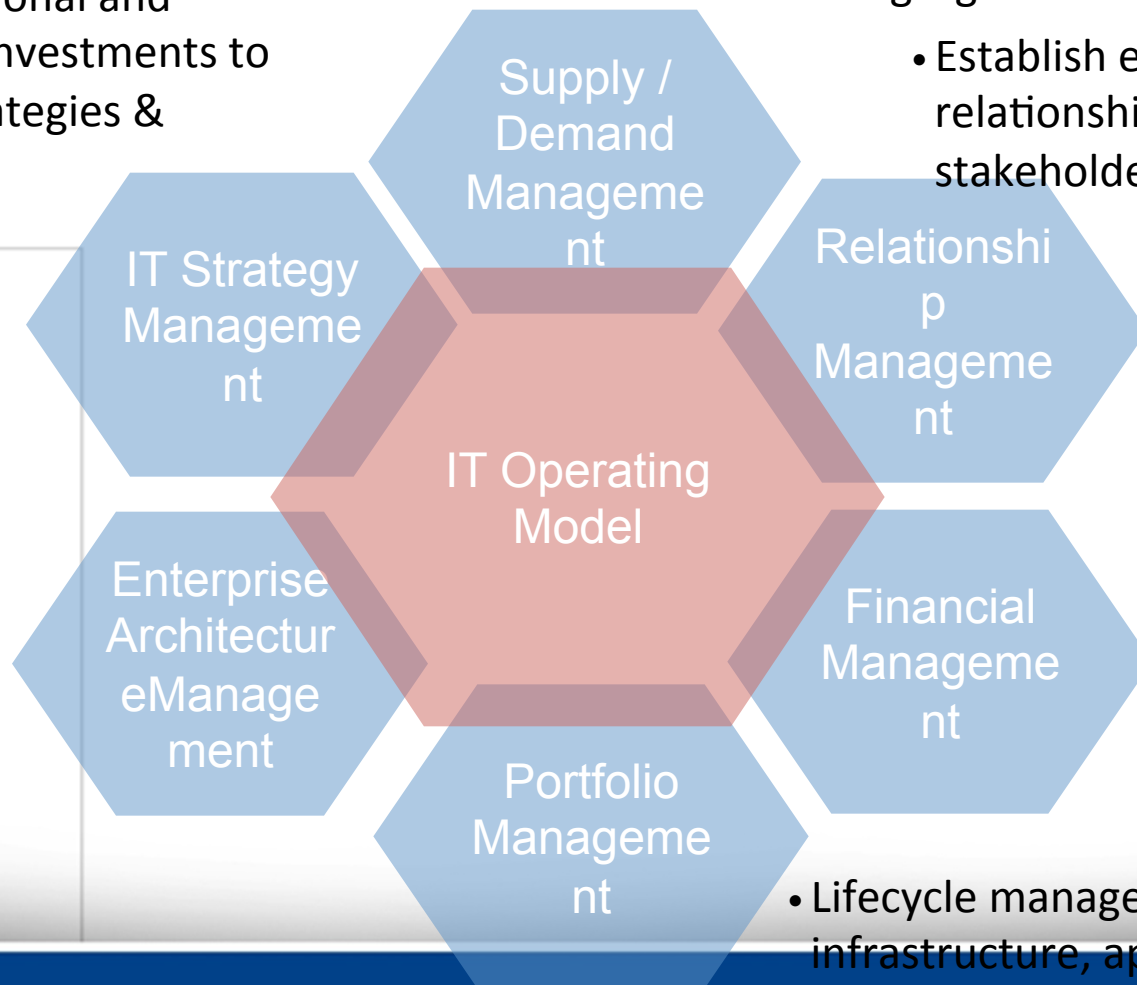


Core Competencies for Effective IT Governance

- Balance the demand for IT services with available resources to meet immediate and strategic goals.

- Align operational and strategic IT investments to business strategies & objectives.

- Establish effective, collaborative relationships with business stakeholders and suppliers.



- Establish policies, standards, models and processes for managing IT as an enterprise asset

- Understand the drivers of IT costs to allocate appropriate costs to the consumers of IT services.

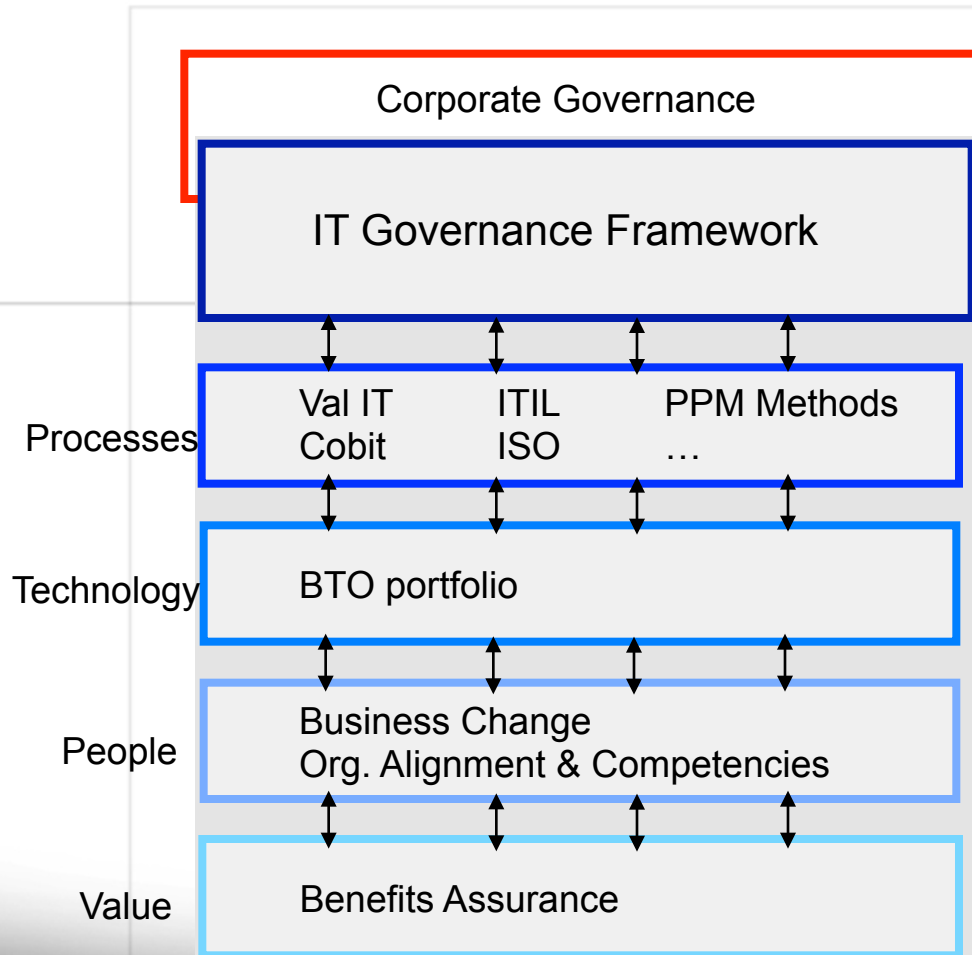
- Lifecycle management of infrastructure, applications and services

IT Governance Capability Model

IT Governance Capability Model						
Role of IT	None	Utility	Dependent	Agile		
IT Governance Capability Levels	1: Initial	2: Repeatable	3: Defined	4: Managed	5: Optimized	
IT Governance Capability Domains	IT Strategy Management	Ad Hoc or IT Centric	Deliver to Budget	Supply Constrained	Enterprise Demand Driven	Balanced & Aligned Adaptive Enterprise
	Portfolio Management	Ad Hoc Review of Portfolio Synergies	IT Cost Minimization	Emerging ROI Based Funding	Business Unit Aligned	Enterprise IT Portfolio Management
	Enterprise Architecture Management	Ad hoc / Ineffective Enterprise Architecture	Initial Enterprise Architecture Program	Architecture Compliant Design	Business Strategy Aligned Architecture	Integrated Enterprise Architecture & Business Planning
	Financial Management	Expense Driven, Budget Focused	IT Cost Minimization	IT Cost Transfer	Enterprise Cost Management	Optimized Business Value Impact
	Supply / Demand Management	Technology Based	Supply Constrained	Value Based	Demand Driven	Balanced & Aligned Multi - Sourcing
	Business Relationship Management	Technology Centric	Technology-Based Services	Service Centric	Business Centric	Customer Centric
	IT Operating Model	Silo	IT Process-Based	Business Process Based	Internal Service Provider	Shared Services

IT Governance Models

- the 5 Characteristics

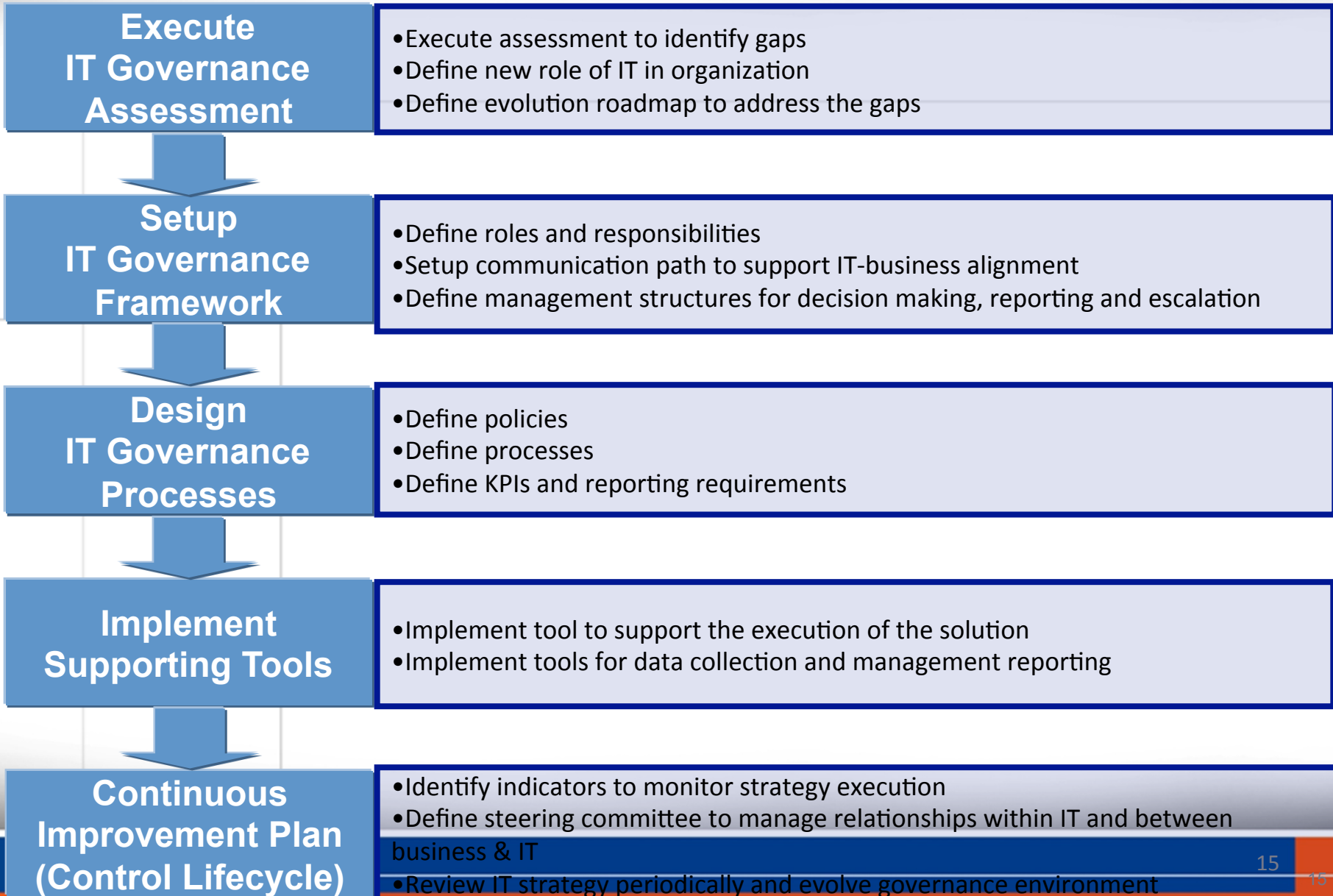


There are many models.

But they share 5 characteristics:

- Underpinned by processes that must be implemented (e.g. Incident management)
- Supported by technology
- Define business change issues to be addressed
- Define organisational realignment to be achieved
- Include some way of measuring the value to be achieved (e.g. balanced scorecard)

How to Implement Governance



Critical success factors for ITG

- Clarity of Purpose
- Senior Management Commitment
- Management of Business Change
- Focus, execute and enforce
- Measure achievable targets and expectations
- Don't over-engineer IT Governance
- Evolution not revolution

TERIMA KASIH