

IT GOVERNANCE

PREPARED BY VENUE REPRESENTATIVES

Cross Association Technology working group

AN INTRODUCTION

In today's world where digitalisation and automation are crucial to gain and maintain competitive advantage IT Governance should be championed.

Whilst our industry does not produce technology it relies heavily on it. Often the importance IT plays in the business is overlooked and considered a service as opposed to a business enabler.

Whether you apply Governance frameworks to your business or whether you simply share knowledge and communicate, a key priority is to align the overall business and IT objectives in order to increase productivity, sharpen competitiveness, reduce risk and ensure a smooth running of appropriate systems.

Throughout 2022, the Cross Association Technology working group have collaborated in order to create the following guidance that can help make a significant improvement to your businesses' IT Governance without the need for large investment, external consultants or a seismic shift in the way your company operates.

We hope you find the guidance (split by importance) useful and that you succeed in supporting your business.

Amir Vered -

Head of eForce & IT - Olympia London

Cross Association Technology working group chair



IT is defined by anything that sends or stores data electronically or requires wired or wi-fi network

GOLD RECOMMENDATION

- 1.** In order to deliver effective IT Objectives, SLT to communicate top business strategic objectives. Overall objectives to be cascaded to the various business layers.
- 2.** Create an IT working group to nurture engagement from senior leaders of departments. Brief them on IT projects and allow departments to engage with IT on projects they are running with a technological component.
- 3.** Appoint an IT representative to sit at board level and work with the SLT to discuss and deliver updates. To provide direct communication on IT projects and incentives within the business. This IT representative should hold the same authority as a member of the Senior Leadership Team to allow them to make key IT decisions.
- 4.** Create and document fixed definitions for Impact and Likelihood scoring of risks to ensure a constant understanding of terms and levels across the organisation.
- 5.** The Senior Leadership Team should ensure clear communication on the benefits of large-scale IT projects are effectively communicated to all interested parties within the organisation.

SILVER RECOMMENDATION

1. IT staff resource level should be monitored. Further recruitment may be required if the workload exceeds the current resource level within the business.
2. Annual review exercise for staff to ensure awareness of current policy is maintained.
3. IT team should set up, review and communicate internal SLAS to ensure staff are aware of expected timelines.
4. Annual review of the full staff experience and any issues encountered while using the business systems.
5. Senior Leadership Team should implement an IT governance management standard to support them in IT governance review (COBIT / ITIL etc).
6. Annual Business Continuity Plan testing exercises to ensure that the reauthored business continuity plans meet the needs of the business and the technology.

BRONZE RECOMMENDATION

1. Introduce new supplier IT consultation / vetting process to ensure IT have oversight of relevant purchases.
2. All IT Hardware and Software assets must be known to IT to allow effective management and tracking.
3. Stakeholders within the organisation should be introduced and updated of relevant legislative requirements.