

What is IT/Telecom Governance?

A set of political processes, driven by principles, and sponsored by Enterprise leaders to ensure that IT investments meet the following objectives:

- Alignment of IT/Telecom with the Enterprise goals and realization of the promised benefits.
- Use of IT/Telecom to enable the Enterprise to take advantage of opportunities.
- Optimize use of IT/Telecom resources.
- Management of IT/Telecom-related risks.

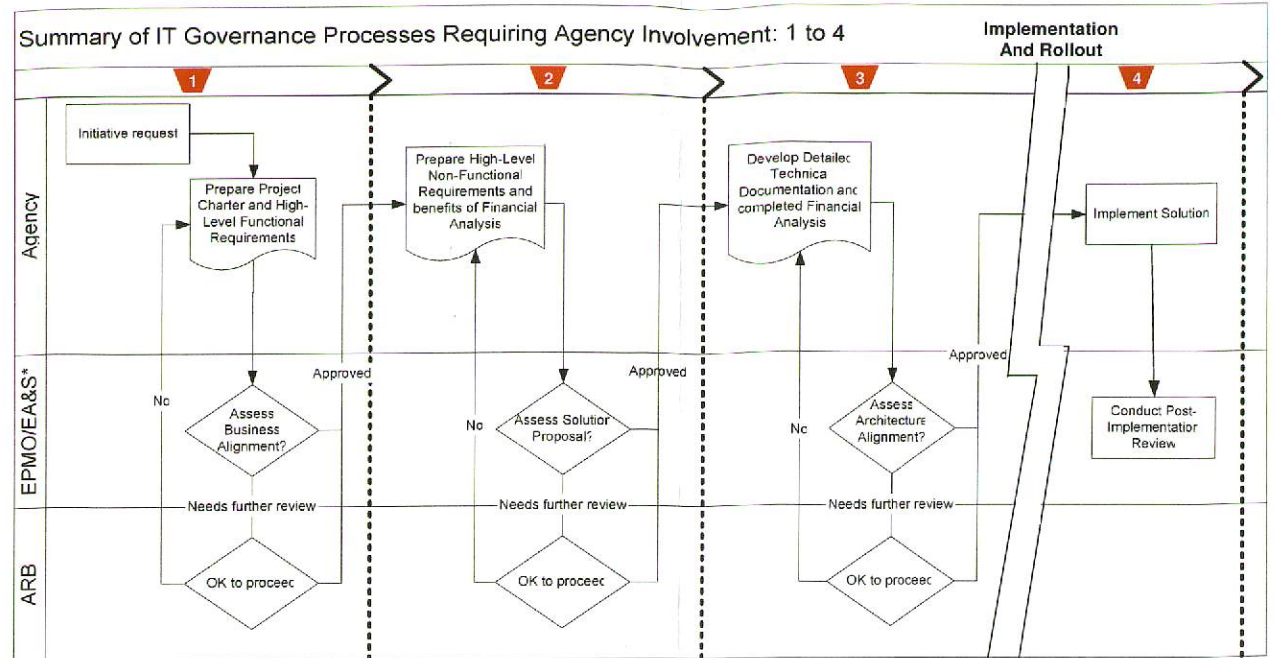
When is a Project Charter required?

An initiative requires a Project Charter when it:

- Meets the definition of an initiative:
 - “An initiative is an effort with a sponsor and budget that has a defined scope and an estimated start date and an end date. Initiatives can be related to improvement efforts or implementation of a new system, technology, process or service.”
- Examples include:
 - Revenue Maximizing
 - Revenue Assurance
 - New Programs
 - Major Cost Reduction
 - Service Quality
 - Employee Excellence
 - Legislative Mandate/Regulatory Compliance
 - Contractual Compliance

Or A Charter Is Required:

- If the request amount exceeds the threshold of \$250K.
- If the requested amount is >20% of the original development cost of the system.
- If the original development cost of the system is unknown:
 - If the requested amount is >20% of the total current annual cost of maintenance.



*EA&S coordinates with Domain Owners and SMEs as necessary.

What are the IT/Telecom Governance Processes?

Agency Involvement

- 1 Assess Business Alignment**
Ensure technology aligns with business objectives and architecture standards.
- 2 Assess Solution Proposal**
Prevent duplicate solutions. Reuse or extend current solutions rather than buy new ones.
- 3 Assess Architecture Alignment**
Reduce Total Cost of Ownership (TCO) by following IT Standards. Validate the Return on Investment (ROI) via business case.
- 4 Post Implementation Review**
Learn and improve process. Conduct compliance assessment.

Enterprise Activities

- 5 Assess Waiver/ Exception Request**
Accommodate non-standard business requests. Understand exceptions for future evaluations.
- 6 Conduct Standards Review**
Keep Technical Reference Model (TRM) and Standards current. Review external market trends. Reflect repeated Waiver /Exception requests.
- 7 Technology Insertion and Renewal**
Maintain Standards repository. Perform lifecycle management.

Which roles are involved in the IT/Telecom Governance model?

CMS/BCCS Deputy Director

- Provides executive oversight to the Governance Model.

CMS/BCCS CIO/CTO

- Provides technical oversight to IT/Telecom Project.

EPMO - Enterprise Program Management Office

- Facilitates the Governance Process and manages application portfolio.

ARB - Architecture Rationalization Board

- Act as thought leaders and domain mentors. Senior IT/Telecom Leaders, representing diversity of Agencies who are responsible for dispute resolution.

EA&S - Enterprise Architecture and Strategy

- Maintain Architecture Reference Models, develop IT/Telecom patterns and blueprints, and facilitate the Standards process. Senior IT/Telecom and Network planners with detailed understanding of underlying IT/Telecom and Network concepts.

Domain Owners/SMEs

- Senior Business and IT/Telecom Managers who identify and matrix manage Subject Matter Experts (SMEs), manage Technical Standards, and influence consolidated business functions. SMEs are senior technical experts.

Agency Relations

- Coordinate Agency contact and communications, assist with charter development, provide liaison to EPMO, and facilitate service level discussions.

Agency Project Teams

- Resources that are involved in an agency's project.

For more information on IT/Telecom Governance, please visit the Central Management Services Technology Governance website at:

<http://www.intra-governance.state.il.us/>

Or contact your Agency Representative at the Bureau of Communication and Computer Services at Central Management Services.

State of Illinois

Rod R. Blagojevich, Governor

Department of Central Management Services

Michael M. Rumman, Director



IT/Telecom Governance Guide



Bureau of Communication and Computer Services