EDUCAUSE IT Risk Management: Key Factors

|  |  |
| --- | --- |
| Dimension | Key Factor |
| Process and Management | * Formal procedure in place for identifying IT risks. * A list of IT risks is updated regularly. * A list of IT risks is reprioritized regularly. * IT risks are effectively tracked and reported. * Policies and controls in response to IT risk analysis are effectively implemented. * Continuous monitoring of IT risk policies and controls for effectiveness. * A process is in place for reviewing and updating our IT risk management practices. * A common language and understanding around IT risk management exists. * Communication about IT risks to all relevant parties is effective. * IT risk assessment is not solely "top-down." * Staff training to perform risk management activities is adequate. |
| Acceptance | * Faculty are not resistant to IT risk management policies and controls. * Staff are not resistant to IT risk management policies and controls. * Administration is not resistant to IT risk management policies and controls. * Authority to effectively manage or control end-user actions is sufficient. |
| Investment | * Investment in IT services is adequate to meet institutional needs. * There are enough qualified staff devoted to IT risk management. * There is an adequate budget devoted to IT risk management. |
| Leadership | * Institutional leadership has a good understanding of the benefits of IT risk management. * Institutional leadership is adequately involved in IT risk management. * IT effectively participates in institutional risk assessment. |

EDUCAUSE IT Governance: Key Factors

|  |  |
| --- | --- |
| Dimension | Key Factor |
| Process | * The institution has a formal IT governance structure in place. * The IT governance process assigns clear responsibility/accountability for decision-making about IT strategy and policy. * The IT governance process assigns clear responsibility/accountability for major IT systems or domains. * Standards or frameworks (e.g., COBIT, ITIL, ISO) guide the IT governance process. * The IT governance process manages or coordinates distributed IT efforts outside of central IT. |
| Strategic Alignment and Influence | * The institution has a clear IT vision, mission, or strategy. * The IT governance process influences and enables IT strategic direction. * The IT governance process sets high-level goals for IT outcomes that are aligned with institutional strategic goals. * The IT governance process has a formal role in institutional policy making. * The IT governance process influences institutional leadership decisions. |
| IT Investment | * The IT governance process prioritizes IT investment in accordance with institutional goals. * The IT governance process examines full life-cycle costs of projects or initiatives when making investment decisions. * The IT governance process aids in recommending IT funding models, levels and funding mechanisms. * The IT governance process reaches decisions quickly enough to avoid unnecessary delays in projects or initiatives. * The IT governance process makes authoritative investment decisions and is not easily circumvented. |
| Communication and Participation | * Decisions are made in a transparent manner. * The IT governance process draws committed participation from faculty stakeholders, administrative leadership, and academic unit leadership (e.g., deans, associate deans). * The IT governance process builds community understanding of IT decisions and policy. * There is a campus-wide view of technology standards and services. |