Where do You Stand on IT Governance and Risk Management?

(Would you like to know?)

educause.edu/benchmarking

What we know:

I. 55 percent (2015) of institutions have a formal IT governance body.
II. The new EDUCAUSE Benchmarking Service is designed to help you manage strategic issues.
III. Institutions that utilize governance processes are better positioned to achieve their strategic goals.
IV. Leaders need to discuss the obstacles & successes for their institutions.
V. Action plans & supporting services are needed to build off the Benchmarking reports.
What questions do you hear?

I. What are other schools doing about IT governance processes and participation across their institutions?
II. Do we have sufficient policies and management in place to manage governance as IT evolves?
III. How do we know where to allocate funds to really make a difference?
IV. Does our leadership team really understand the risks we face? How can we show them?

Other questions you’re getting?

I. Introducing the EDUCAUSE Benchmarking Service

Built to help you evaluate & manage the top IT strategic issues

How many of you have already downloaded a report?
I. Introducing the EDUCAUSE Benchmarking Service

What do we mean by IT Governance?

- Decision-making and advisory bodies at different levels of the institution (e.g., board of trustees, campus-wide, or college/unit) with different levels of authority
- Resource management (technological, financial, and human resources)
- Project portfolio management
- Service portfolio management
- Institutional data standards and management
- Risk management
- Regulatory and institutional policy compliance oversight
IT Governance Maturity Index

IT Governance Maturity

Source: 2014 EDUCAUSE Core Data Survey, 539 institutions

Overall maturity: 2.55

IT Risk Management Maturity

(All Non-specialized US Institutions)

Source: 2015 EDUCAUSE Core Data Service
### 3) Receive recommendations for improvement

#### 3. Data Security and Data Management Processes

<table>
<thead>
<tr>
<th>Item (1 = Absent/Weak, 5 = Optimized)</th>
<th>Prof</th>
<th>CE</th>
<th>Prk DR</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Mean</td>
<td>3.9</td>
<td>3.1</td>
<td>3.9</td>
<td></td>
</tr>
<tr>
<td>5.1.1: We have processes and technologies in place to protect sensitive data from unauthorized access and tampering</td>
<td>4.0</td>
<td>3.6</td>
<td>3.3</td>
<td>Your institution has procedures and technologies in place to protect sensitive data from unauthorized access and tampering.</td>
</tr>
<tr>
<td>5.1.2: We classify data into the appropriate levels of information security.</td>
<td>3.0</td>
<td>3.2</td>
<td>3.0</td>
<td>Data classification is a baseline component of an effective data protection strategy. This component requires that data be classified to ensure that information assets are protected.</td>
</tr>
<tr>
<td>5.1.3: We have standards for labeling sensitive data to protect it from unauthorized access and tampering.</td>
<td>3.0</td>
<td>3.2</td>
<td>3.0</td>
<td>Data protection standards, established securely, provide a means for identifying and protecting critical data. Standards should include confidence levels for the confidentiality of information.</td>
</tr>
<tr>
<td>5.1.4: We have a process for identifying and disposing of personally identifiable information.</td>
<td>3.0</td>
<td>3.1</td>
<td>3.0</td>
<td>A process should be implemented to identify and dispose of personally identifiable information.</td>
</tr>
</tbody>
</table>

#### Current State of IT Governance

![Graph of Current State of IT Governance](image-url)
81% of institutions do not include risk in their IT strategic plans.

What does “good governance” look like?

Institutions with formal IT governance bodies

- are more likely to involve others in decision making
- make better investment decisions
- have more support from leadership, faculty, and other stakeholders
- participate more in strategic planning and policy making

If formal programs exist, CIOs or CISOs are most likely to lead them. (Hence, the strong tie to Risk Management efforts.)
Process

- Types of items
  - Formal governance structure
  - Process assigns clear responsibility/accountability
  - Coordinated distributed IT efforts
- Recommendations
  - Determine where to assign responsibility and authority
  - Research frameworks such as COBIT and ITIL

Strategic Alignment and Influence

- Types of items
  - Clear institutional vision for IT
  - Goals for IT outcomes are aligned with institutional strategy
  - IT governance influences decisions
- Recommendations
  - Align operational plan with strategic goals
  - Demonstrate how IT governance can help with decision-making
IT Investment

- Types of items
  - Full life-cycle costs are considered in decision-making
  - IT investments are prioritized in alignment with institutional goals
- Recommendations
  - Propose funding models for IT projects
  - Evaluate time to reach a decision for projects or initiatives

Communication and Participation

- Types of items
  - Faculty, administrative, and academic leadership are committed to IT governance
  - Technology standards and services are visible and broadly understood
- Recommendations
  - Communicate decisions transparently
  - Include stakeholders in IT decisions
Discussion Questions

- What obstacles keeping you from the next maturity level for this dimension? What can help you overcome that obstacle?
- Where you have had success in this dimension? What helped you get there?
- What are you going to do next week and in the next 90 days? What actionable steps will you take?
Action Plans

- Once you know your score, what’s next?
- Identify areas where you can make a difference (if not in leadership, what about policy?)
- Develop actions that will help you be where you want to be
- What can EDUCAUSE do to help? What kind of support do you need?

If you and your team would like a custom walk-through of the Benchmarking Service, please email Catherine at cwatt@educause.edu

For more information:

EDUCAUSE Benchmarking Service Beta
http://www.educause.edu/benchamarking