IT Governance Maturity

Please characterize each of the following as it applies to the state of IT governance at your institution.

Use the scale below:

1. **Absent/ad hoc**: We don’t currently have this capability, or we address it in an improvised, irregular way.
2. **Repeatable**: We have an established capability, but our practices are mostly informal.
3. **Defined**: We have a standardized capability and have documented procedures and/or responsibilities related to it.
4. **Managed**: We manage this capability to achieve predictable results on the basis of reliably measured performance indicators.
5. **Optimized**: Besides measuring performance, we regularly reassess the way we deliver this capability, in order to improve practices and manage risks.

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<th>Absent/ ad hoc</th>
<th>Repeatable</th>
<th>Defined</th>
<th>Managed</th>
<th>Optimized</th>
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<td><strong>1. IT GOVERNANCE PROCESS</strong></td>
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<td>1.1) Our institution has a formal IT governance structure in place.</td>
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<td>1.2) Our IT governance process assigns clear responsibility/accountability for decision-making about IT strategy and policy.</td>
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<td>1.3) Our IT governance process assigns clear responsibility/accountability for major IT systems or domains.</td>
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<td>1.4) We use standards or frameworks (e.g., COBIT, ITIL, ISO) to guide our IT governance process.</td>
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<td>1.5) Our IT governance process manages or coordinates distributed IT efforts outside of central IT.</td>
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<td><strong>2. STRATEGIC ALIGNMENT AND INFLUENCE</strong></td>
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<td>2.1) Our institution has a clear IT vision, mission, or strategy.</td>
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<td>2.2) Our IT governance process influences and enables IT strategic direction.</td>
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<td>2.3) Our IT governance process sets high-level goals for IT outcomes that are aligned with institutional strategic goals.</td>
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<td>2.4) Our IT governance process has a formal role in institutional policy making.</td>
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<td>2.5) Our IT governance process influences institutional leadership decisions.</td>
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<td><strong>3. IT INVESTMENT</strong></td>
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<td>3.1) Our IT governance process prioritizes IT investment in accordance with institutional goals.</td>
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<td>3.2) Our IT governance process examines full life-cycle costs of projects or initiatives when making investment decisions.</td>
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<td>3.3) Our IT governance process aids in recommending IT funding models, levels and funding mechanisms.</td>
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<td>3.4) Our IT governance process reaches decisions quickly enough to avoid unnecessary delays in projects or initiatives.</td>
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<td>3.5) Our IT governance process makes authoritative investment decisions and is not easily circumvented.</td>
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<td><strong>4. COMMUNICATION AND PARTICIPATION</strong></td>
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<td>4.1) Our IT governance process makes decisions in a transparent</td>
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<td><strong>4.2)</strong> Our IT governance process draws committed participation from faculty stakeholders.</td>
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<td><strong>4.3)</strong> Our IT governance process draws committed participation from administrative leadership.</td>
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<td><strong>4.4)</strong> Our IT governance process draws committed participation from academic unit leadership (e.g., deans, associate deans).</td>
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<td><strong>4.5)</strong> Our IT governance process builds community understanding of IT decisions and policy.</td>
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<td><strong>4.6)</strong> Our IT governance process creates a campus-wide view of technology standards and services.</td>
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