IT MANAGEMENT & GOVERNANCE

Castro wa Mosina

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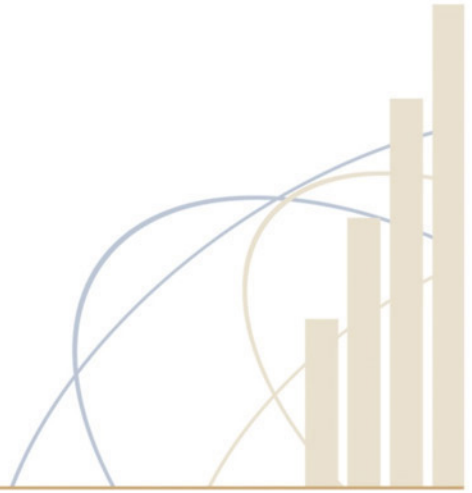

BACKGROUND

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- IT Management: link bwt business objectives and IT priorities.
- The architecture of the ITIL Core is based on a Service Lifecycle
- Service strategy: process is concerned with the development of service concepts in preparation for the selection of services to be provided.
- Servcie design: is about the design of services and all supporting elements for introduction into the live environment.
- Service transition: is to build and deploy IT services by also making sure that changes to services and Service Management processes are carried out in a coordinated way.
- Service operations: includes fulfilling user requests, resolving service failures, fixing problems, as well as carrying out routine operational tasks.
- Continual service improvement: offers a mechanism for the IT organization to measure and improve service levels, the technology, efficiency and effectiveness of processes used in the overall management of services

IT MANAGEMENT TRENDS

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KEY IT MANAGEMENT TRENDS

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- Impove the quality and efficiency of IT Services.
- Compliance with business requirements.
- Business-IT Fusion: business & IT working together to achive common goals.
- End user experience: helps businesses decide on how to better utilize IT to achieve their goals.
- Omni-channel IT support: improving end-user experience, gives consumers a list of channels, and lets them choose
- BYOD trend: greater support and security issues crop up.
- Shadow IT and IT as a Service: easy availabity of cloud solutions.
- Big Data and Analytics: data is a strategic asset
- Knowlegde Management: helps in delivering efficient support outcomes.

IT GOVERNANCE

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ICT GOVERNANCE

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- The concept of IT Governance as an umbrella framework encompassing a wide spectrum of arrangements, including the measurement of benefits, has yet to emerge.
- IT Governance is still very much associated with full filling control or compliance requirements.
- IT Governance is driven by Top Management.
- The benefits of implementing IT Governance are not measured and are difficult to quantify

(PWC IT Governance Institute – 2017)

ICT GOVERNANCE & MANAGEMENT

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Governance ensures that enterprise objectives are achieved by **evaluating** stakeholder needs, conditions and options; setting **direction** through prioritisation and decision making; and **monitoring** performance, compliance and progress against agreed-on direction and objectives **(EDM).**

Management plans, builds, runs and **monitors** activities in alignment with the direction set by the governance body to achieve the enterprise objectives **(PBRM).**

SUSTAINABLE TECHNOLOGY

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SUSTAINABLE TECHNOLOGY

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With the promise of the “hyperconnected future”, technology evangelists estimates that by 2020 there will be 50 billion connected devices..

IoT is likened to a force of nature that can propel thos that can plan ahead or devastate those that ignore its potency.

- The rapid adoption of IoT with unprecedented bandwidth.
- Computational power in instrumentation devices.
- Ground breaking service delivery in real-time.
- Emerging service, modern type of IoT services to improve quality of service.
- Reduction of complexities using methods, Big Data, Cloud and AI.
- Emerging IoT services: ordering products, logistics, education, healthcare, industrial IoT and smart cities.

DPSA FRAMEWORK

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DPSA FRAMEWORK: MCCGICT

Cabinet approved the Public Service Corporate Governance of ICT Policy Framework in 2012 and made ICT applicable to National and Provincial Departments, Provincial Administrations, Local Governments, Organs of State and Public Entities for implementation by July 2014.

An application specific to Local Government was developed by DPSA, SALGA, Department of Cooperative Governance and Western Cape Provincial Treasury

- Phase 1 – Enabling Environment : The Corporate Governance of ICT environments will be established in Municipalities through the adoption of this Municipal Corporate Governance of ICT Policy and its associated policies through Council resolution; (June 2017)

- Phase 2 – Business and Strategic Alignment: Municipalities will plan and implement the alignment between IDP's, strategic goals and ICT strategy. (June 2019)

- Phase 3 – Continuous Improvement: Municipalities will enter into an on-going process to achieve continuous improvement of all elements related the Governance of ICT (Beyond 2019)

DPSA FRAMEWORK: MCCGICT continue

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1) Municipal Corporate Governance of ICT Policy approved and implemented;

2) Corporate Governance of ICT Governance approved and implemented;

3) The following capabilities created in the municipality:

- Governance Champion designated and responsibilities allocated;
- A proficient ICT Manager or CIO appointed functioning at strategic level.
- Approved and implemented Risk Management Policy that includes the management of Municipal-related ICT risks;
- Approved and implemented Internal Audit Plan that includes ICT audits;
- Approved and implemented ICT Management Framework;
- Approved and implemented municipal Portfolio Management Framework that includes ICT portfolio/ programme and project management;
- Approved ICT Disaster Recovery Plan informed by Municipal Continuity Plan and Strategy.
- Approved Data Backup and Recovery policy.
- Approved ICT Service Level Agreement Management policy.
- Approved ICT User Access Management policy.
- Approved ICT Security Controls policy.
- Approved ICT Operating System Security Controls policy.

THANK YOU

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