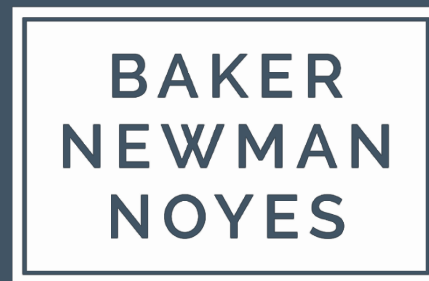# Governance and IT Roadmap in a Changing Environment

Adjusting to a Dynamic Workplace

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Business and Technology Advisory (BTA)

Who we are:	Areas of focus:
• Advisors with years of experience in highly demanding business and IT roles. • Combine strategy and risk mitigation in one practice to provide our clients with holistic offerings in an ever-changing landscape. • Assist clients in solving challenges facing their organization. • Create client-tailored solutions through delivery models, by never arriving with a preconceived answer.	• Business or technology strategy and roadmap • Governance and organizational review • Information technology assessment • Applications and infrastructure review • Systems selection and implementation • Contract negotiations • Project management office • Enterprise risk management • Technology risk management • Disaster recovery and business continuity planning

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Today's Presenters

Ilona is a principal at Baker Newman Noyes and leads the firm's Business and Technology Advisory practice. She specializes in business consulting, project management, process re-design and IT assessments. Ilona has more than thirteen years of experience leading and coordinating the daily efforts for consulting projects across numerous industries. Ilona has in-depth experience in analyzing complex business and IT environments and devising remediation work plans for upper management with special attention to the process and control streamlining. Ilona works with clients and their C-level executive suites to execute on large initiatives by imposing accountability while taking organizational culture into consideration.

Ilona Davis, PMP
Principal
idavis@bnncpa.com

PRESENTER

Pat began at Baker Newman Noyes in 1995 when the firm was founded, having previously been with one of our predecessor organizations since 1988. Pat is a principal of the firm and the director of the information systems and risk assurance advisory practice.

Pat specializes in AICPA's SOC for Service Organizations (SOC 1® and SOC 2®) services. Pat also has specialized expertise in information technology controls, information systems and process controls, data extraction and analysis, financial institutions, healthcare IT, HIPAA, HITECH and the Sarbanes-Oxley Act.

Patrick Morin, CPA, CISA, CISM, CITP
Principal
pmorin@bnncpa.com

MODERATOR

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Discussions and Takeaways:

- The need for business resiliency in today's dynamic workplace
- The importance of governance to manage the IT function
- Criticality of collaboration between the business and IT
- How to build and manage an IT roadmap
- Maintaining strong governance practices in a virtual setting

Time for a polling question!

Are the majority of your employees still in a telecommuting model, as a result of the pandemic?

Please take a moment to check in by answering our polling question. This helps us track engagement for CPE.

*The polling question will show on the screen for **one minute** and then we will resume the slides.*

THANK YOU for your patience while we give everyone the opportunity to respond.

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Adjusting to today's changing and dynamic work environment

The Need for Business Resiliency

- Constant ultimatum: adapt or fail

- Rapidly changing environments: Business and Technology

- Strategy adjusts with business needs

- Need for flexible resources to achieve business objectives and strategy

Recent factors influencing change:

- Increased remote workforce

- Virtual client or customer interactions

- Changes to customer service approach

- Shift in communication channels

- Permanent changes are inevitable

Time for another polling question!

Does your organization have an effective IT Governance framework?

Please take a moment to check in by answering our polling question. This helps us track engagement for CPE.

*The polling question will show on the screen for **one minute** and then we will resume the slides.*

THANK YOU for your patience while we give everyone the opportunity to respond.
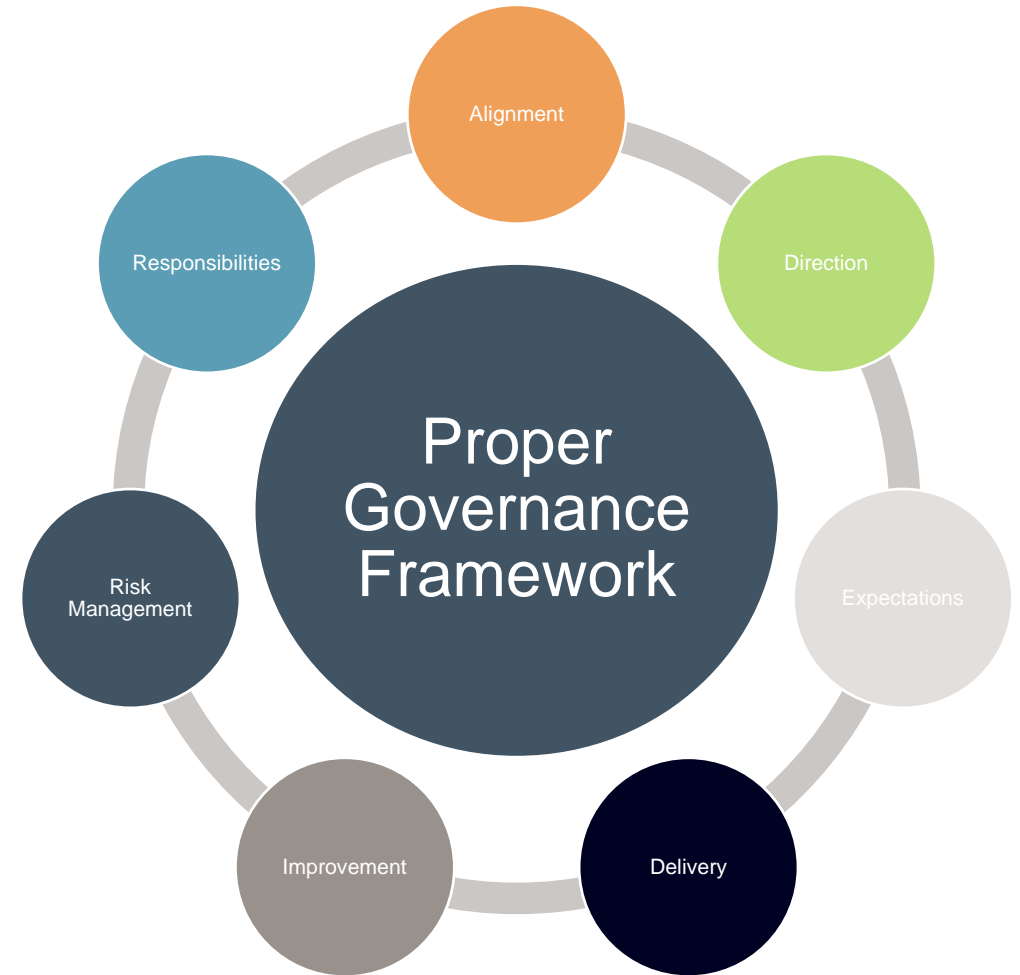
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Governance and the IT Function

Proper IT Governance Framework

➢ Start with a proper forum: IT Steering Committee
  o Align to the business through correct participation
  o Define clear direction for IT through approval
  o Communicate and document expectations; assign business and IT responsibilities
  o Delivery: timing and budget
  o Check-in: continuous improvement
  o Manage risk: enterprise-wide with IT focus

Proper Governance Framework

- Alignment
- Direction
- Expectations
- Delivery
- Improvement
- Risk Management
- Responsibilities

Success through IT Governance

- Creates a platform to understand the business needs
- Communicates the IT approach through meetings that contain the proper audience, timing and content

  - Ensures the business understands facets of IT to appreciate timeline estimates
  - Monitors the effectiveness and lessons learned from collaborative initiatives
  - Adjusts the course and direction together

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Time for another polling question!

How is your IT Roadmap currently defined?

Please take a moment to check in by answering our polling question. This helps us track engagement for CPE.

*The polling question will show on the screen for **one minute** and then we will resume the slides.*

THANK YOU for your patience while we give everyone the opportunity to respond.

Creating an IT Roadmap that aligns to the business

Understanding IT Strategy vs. IT Roadmap

Business Strategy	IT Strategy	IT Roadmap
• Mission • Objectives and Goals for a Time Period • Funding and Measurements	• Blueprint to support the Business Strategy • Goals mirror business • Funding and Measurements	• Playbook for IT Strategy • List of prioritized initiatives • Assigned initiative ownership • Timeline

Effective IT Roadmap Components:

- Approve initiatives collaboratively with business owners and IT

- Set a prioritized timeline for the approved initiatives

- Break down to digestible areas, categories and initiative phases

- Assign and accept ownership for each area

- Implement proper collaboration for change, through the governance framework and proper meeting channels

Utilize the IT Roadmap for Collaboration

- Proper governance structure
- Revisit the business and IT strategies periodically
- Monitor the initiatives for progress and priority
- Continuous project management and communication

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Here's our last polling question!

How has governance and strategy execution been over the last 7 months?

Please take a moment to check in by answering our polling question. This helps us track engagement for CPE.

*The polling question will show on the screen for **one minute** and then we will resume the slides.*

THANK YOU for your patience while we give everyone the opportunity to respond.

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Maintaining strong IT Governance in a virtual setting

Governance in a Virtual Setting

Be deliberate in all actions.		
1. Planning	2. Communication	3. Continual Improvement

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5 Steps to Success Now and in the Future

- Create or refine your governance and communication frameworks

- Engage your business and IT owners

- Establish an IT roadmap as a planning and communication tool

- Communicate plans, adjustments to the plans, and the level of effort to execute each initiative

- Document communications into actionable tasks for continuous improvement

Questions or comments?

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Morning Break!

Enjoy a short break while we transition to our breakout sessions. You can find links to join your chosen breakout below, in the Questions/Chat tab of the Control panel, or in your confirmation email that was sent this morning.

The breakouts will begin at 10:30.

See you again shortly!

Commercial Industry Track: https://attendee.gotowebinar.com/register/5141542181503552780

Banking Industry Track: https://attendee.gotowebinar.com/register/3443751092656024334

Nonprofit/Healthcare Industry Track:
https://attendee.gotowebinar.com/register/7923935520537960463

Email events@bnncpa.com with any questions.

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