



ENTERPRISE IT GOVERNANCE:

THE ROLE OF THE BOARD AND MANAGEMENT IN THE TECHNOLOGY AGENDA AND DIGITAL TRANSFORMATION

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TECHNOLOGY | GOVERNANCE | LEADERSHIP

BOARD AND MANAGEMENT'S CHARTER



- Determine Value Proposition
- Acquire & Dispose Assets
- Harness Potential
- Create & Protect Value
- Sustain Growth
- Increase Value
- Compliance Management



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THE TECHNOLOGY AGENDA

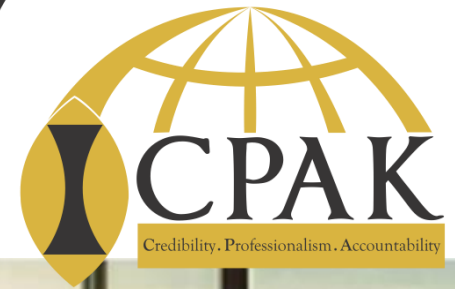


- Connectivity – internal & external
- Customer Experiential Management
- Creative & Innovation Environment
- Data Intelligence
- Precision tools - RPA



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WHAT IS ENTERPRISE IT GOVERNANCE?



- Information Architecture
- Regulatory Framework – Compliance, Strategy & Policies
- ICT Assets – hardware & software tools
- Optimization of Work Flows
- Talent Acquisition & Retention
- Project Management
- Monitoring & Evaluation
- Risk Management



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DIGITAL TRANSFORMATION



- Timely Data – On call dashboards
- Digital Orientation – intro & outro
- Digital Innovative Culture
- Digital Expertise
- Digital Flexibility



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MBA CASE STUDIES



- Indian Hospitals
- Cuban Public Health Policy
- Delta Airlines
- Southern Airlines
- Nakumatt
- Tusksys
- Amazon among others



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THE DIGITAL TRANSFORMATION JOURNEY

Begin the transformation

Start executing your plan, include cross-functional teams. Constantly monitor the plan and benefits after execution of the plan

Find Partners to accompany you

Engage with other companies that may not have the expertise you need for the transformation

Establish how your company will go digital

Evaluate the digital transformation alternatives that exist for you

Prepare your workforce for transformation

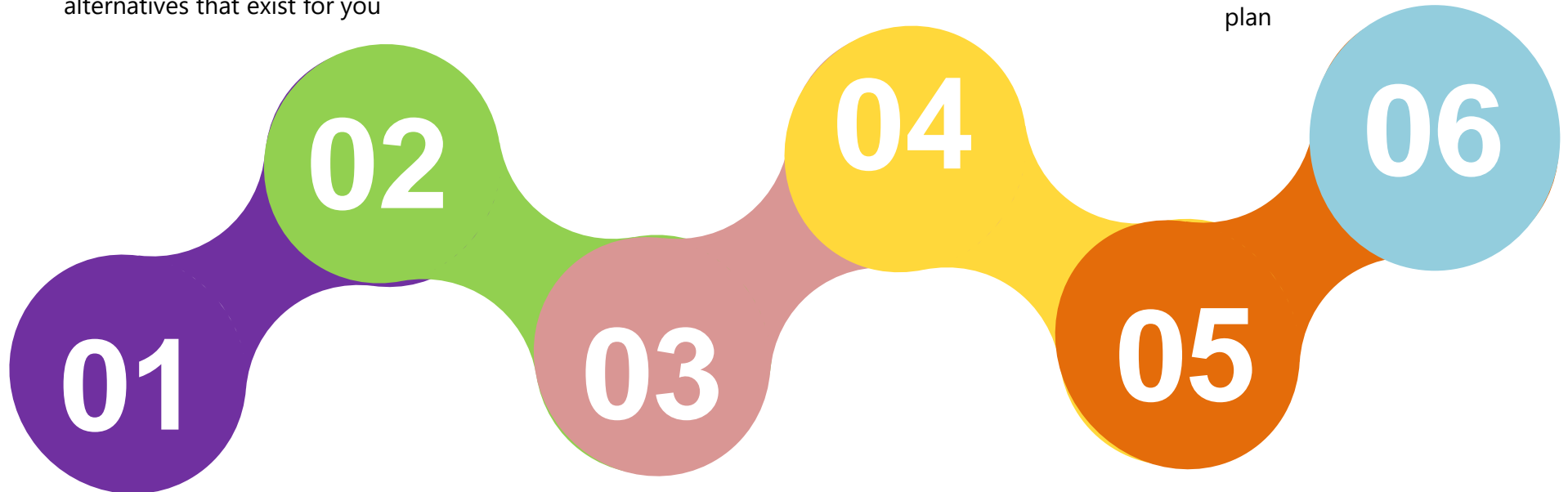
Communicate the value of company-wide transformation, remove individual doubts and provide adequate training

Make Executive Buy-in a Priority

Executive buy-in is one of the most reliable signs of a company's strategic commitment to digital transformation

Determine what Digital means for your company

Diagnose the challenges facing your company, determine digital solutions suitable to achieve your goals



THANK YOU!



“Every industry and every organization will have to transform itself in the next few years. What is coming at us is bigger than the original internet and you need to understand it, get on board with it and figure out how to transform your business.” ~ *Tim O'Reilly, Founder and CEO, O'Reilly Media*

Digital transformation is a team initiative. MIT's George Westerman sums it up well: “Digital transformation requires changes to processes and thinking—changes that span your internal organizational silos.” Organizations that have successfully undergone digital transformation find that partnering with technology outsourcers and customers increases success. Digital transformation also results in more agile processes, technology ecosystems and organizational philosophies. Technology and business process outsourcers can bridge internal culture, skill, technology and data gaps that become stumbling blocks to digital adoption.”

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