

IT Governance Infrastructure

Infrastructure, Strategy, and Charter Template

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2025



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IT Governance - Infrastructure, Strategy, and Charter

[Enterprise] Information Technology (IT) is a large and diverse organization that manages the information, internet, communication, and computer resources of [Enterprise]. This document

- ✦ Defines the core IT Governance process and guidelines
- ✦ Defines IT responsibilities that are the building blocks of a well-performing organization
- ✦ Highlights the overall guidelines and policies of [Enterprise] IT
- ✦ Provides an understanding of how IT integrates with the enterprise
- ✦ References additional documentation that addresses more tactical standards and guidelines found throughout the company

Benefits of IT Infrastructure Management

IT Infrastructure management commonly supports operational functions such as system management, change control, release management, network management, application management, job management, and database management. Across these functions, IT Infrastructure management provides many benefits that can result in cost savings, improved service levels, and operational efficiencies. Benefits include:

- ✦ **Saving IT staff time by standardizing routine tasks** - Policies, procedures, and software can be used, for monitoring common types of infrastructure alerts and providing standardized responses for known conditions. This standardization can increase IT staff efficiency by reducing time spent on routine functions and by increasing the scale of operations that can be achieved by each staff member. For example, it can increase the number of hardware devices that an individual system or network administrator can manage.
- ✦ **Leveraging of staff resources, leading to increased IT productivity** - Productivity is a measure of how much staff time can be spent on work that brings value to the business - such as deploying new or improved applications to increase competitive advantage. This can increase the productivity of staff that can increase the value of the business by IT.
- ✦ **Higher availability** - Operations through systems, systems, systems. While costs vary, unplanned downtimes have direct costs that arise from the loss of business opportunity and decreased end-user productivity. The use of infrastructure management processes can reduce downtime, improve application performance, and improve revenue opportunities for the business.

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- Assists in the definition of strategies, activities, management, standards, guidance, roles and responsibilities
- Providing competitive advantage, while denying it to your competitors
- Forming the foundation and mechanism for informed decision-making
- Enhancing corporate governance and compliance-related activities
- Increasing efficiencies and consistency – bringing order to centralized or distributed environments

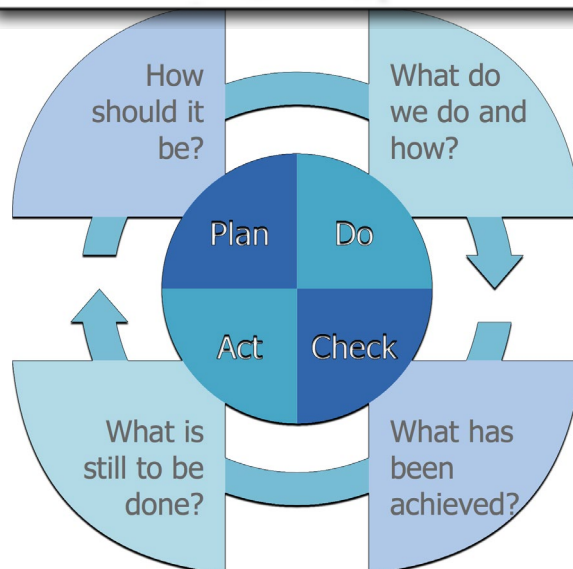
- ✦ **ISO 27002** – The ISO 27002 standard is a renaming of the ISO 17799 standard, which is a code of practice for information security. It outlines controls and control mechanisms, which may be implemented subject to the guidance provided within ISO 27001.

The standard “established guidelines and general principles for initiating, implementing, maintaining, and improving information security management within an organization”. The actual controls listed in the standard are intended to address the specific requirements identified via a formal risk assessment. The standard is also intended to provide a guide for the development of “organizational security standards and effective security management practices and to help build confidence in inter-organizational activities”.

- ✦ **ISO 27003** – This will be the implementation purpose of this implementing ISO 27003 will focus on establishing, im

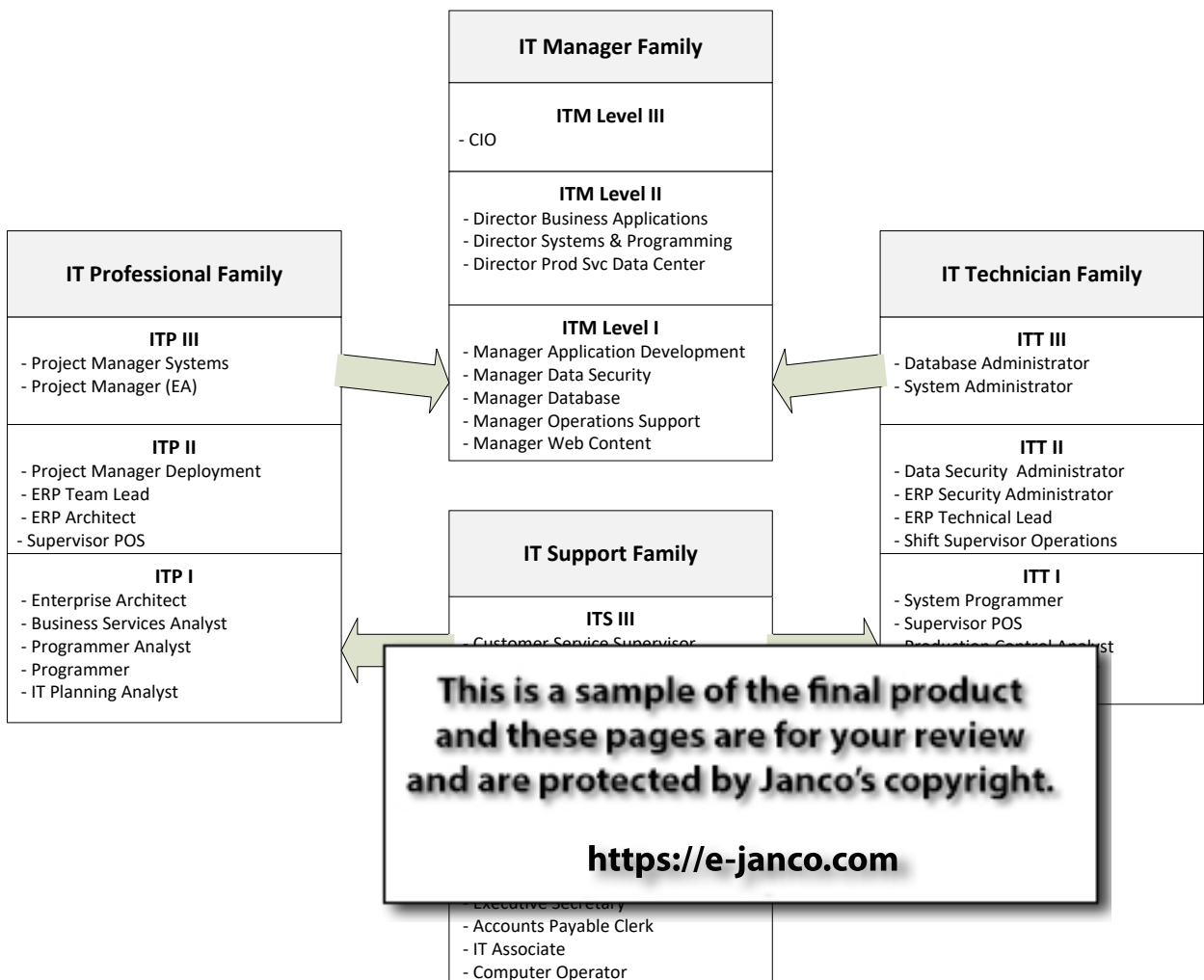
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- IT Support/Entry Level** - This job family consists of five levels of Information Technology Consultant work which are distinguished by the complexity of the responsibilities assigned and characterized by the type of equipment, operating systems or subsystems, and interactions with the client users. Positions allocated to this job family differ from those in the professional or technical categories in that assignments are more administrative, involving the completion and coordination of various information services requirements rather than having direct responsibility for the technical aspects of the information system.

IT Job Families



Note – We are currently developing a new job family associated with AI, Machine Learning, Block Chain, and Large Language Models IT Professionals. Those will be reflected in later versions of this document.

Strategy

Over 80% of small to mid-sized businesses (SMB) and all large businesses focus on customer and supplier re-engagement and channel development programs via social media. There is extreme price and value-based competition in this arena. There is a requirement to present the outside world with more choices and interaction capabilities.

To be successful, an ERP and/or Omni commerce implementation must adhere to certain criteria need to be met:

- ✦ The driver for the effort needs to be a member of the “Operational” executive management team or the CEO
- ✦ There needs to be active support and management by a cross-functional team from operations, finance, marketing, distribution, sales and Information Technology (IT)
- ✦ Implementation success should be measured utilizing ROI principles and operational impact (productivity)

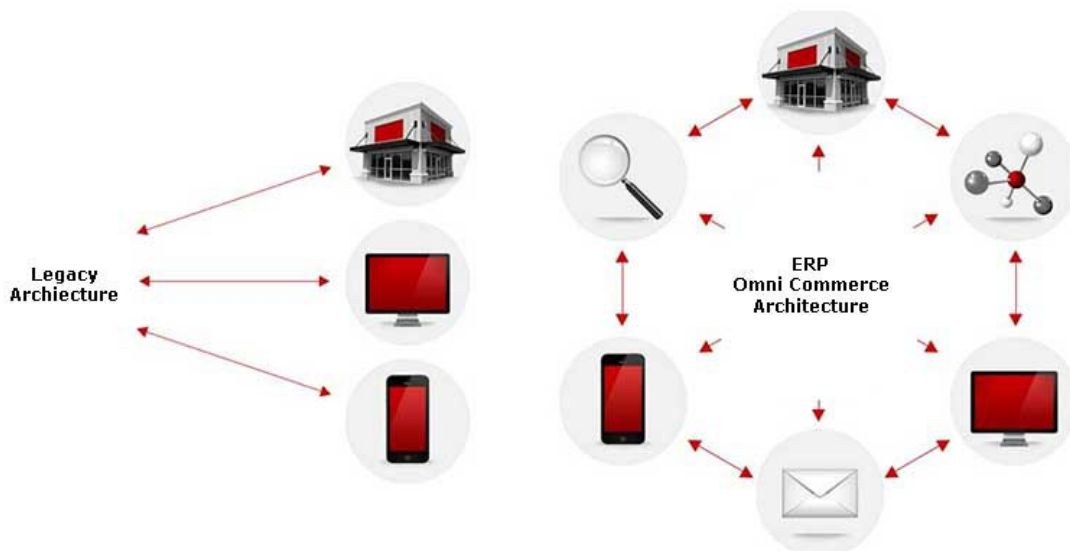
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Some businesses
Commerce – but
interaction betw
function.

y changes to meet
ERP and or Omni
Internet and direct
control of the IT

Legacy systems a
for a single purpose.
The graphic below depicts the difference in applicant architecture for a legacy-based application versus an ERP or Omni Commerce application.



Top 10 Best Practices for Omni Commerce Implementation

1. The Internet commerce function should be a top priority and have a business "champion" who is pushing for it – not just the IT pros in the enterprise.
2. Create an infrastructure strategy that addresses both traditional procedural solutions and ones that leverage cloud-based applications. You do not have to invent – utilize the work of others. (See IT Infrastructure, Strategy, and Charter Template -- <https://e-janco.com/Infrastructure.html>)

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round the products and/or
mortar context should be

the overall brand, to have
brick-and-mortar assets.
must be consistent across

3. Prototype the design of the overall experience to test the user experience and minimize the cost of new development that may not produce the results you want.
4. Move quickly and be "first" to the market – create a competitive advantage. A perfect solution is not required, but rather one that works in your environment and meets all the mandated compliance requirements.
5. Create a social media presence for the company and its products and/or services.
6. Focus on the "customer" both internal and external, they are the ones who will benefit the most from a robust granular solution.
7. Utilize social media sign-in to minimize password fatigue. Surveys have found that more than 75% of all shopping cart activity is abandoned at the sign-in step.
8. Design content and site flow to be device-independent. The user may start on a desktop; move to a SmartPhone; and then complete the activity on a tablet.
9. Move away from the "3-column" design to the panel design. Design with "large" images as the focal point so that the user experience is improved.
10. Display products and services in natural settings – not as stand-alone images. This helps to provide reference points for the user looking at the product.

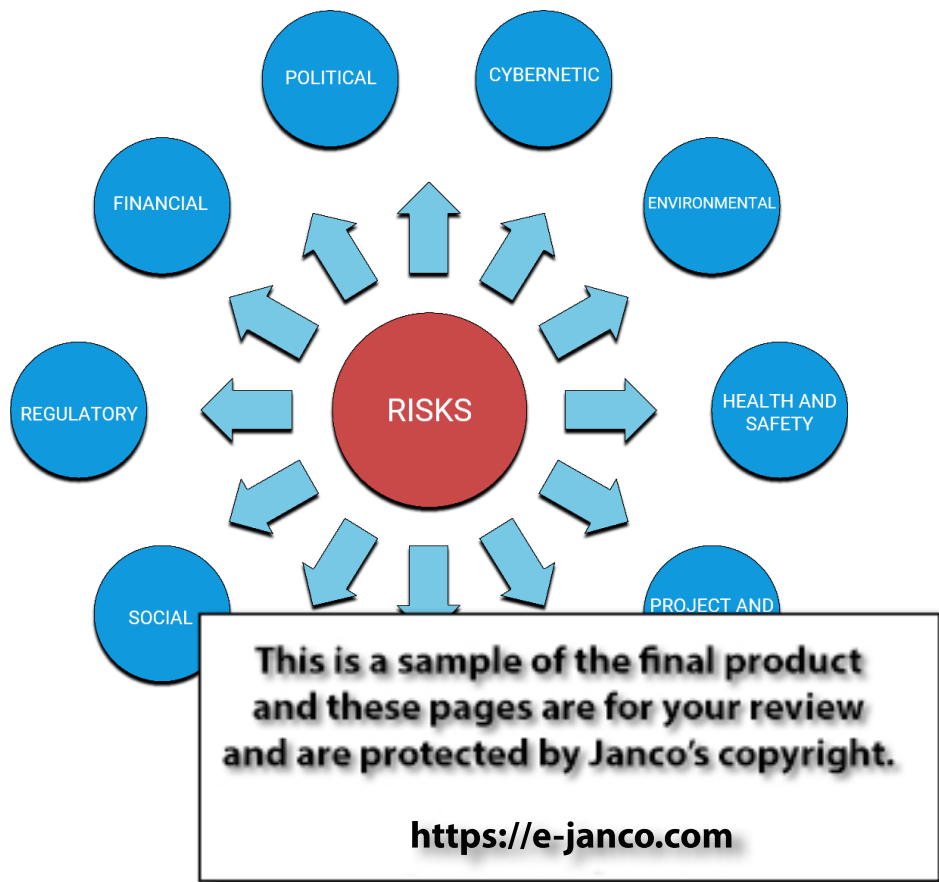
Risks

The failure to implement properly a uniform set of controls can create two broad categories of risks:

- ✚ Corruption or loss of data and/or program software; and
- ✚ Impediments to the efficient operation and management of [Enterprise].

The quality of data is paramount to the successful management of all operations. Should the data, or the systems, that produce that data, be corrupted, whether intentionally or unintentionally, the financial loss is highly probable.

Types of Risk



In addition to accuracy, management requires the timely availability of data. Inefficiencies, caused by poor operational controls, can further impede the production of information and result in financial loss. Regardless of the source, poor-quality information and operations can adversely impact [Enterprise] in several ways.

Service Requests

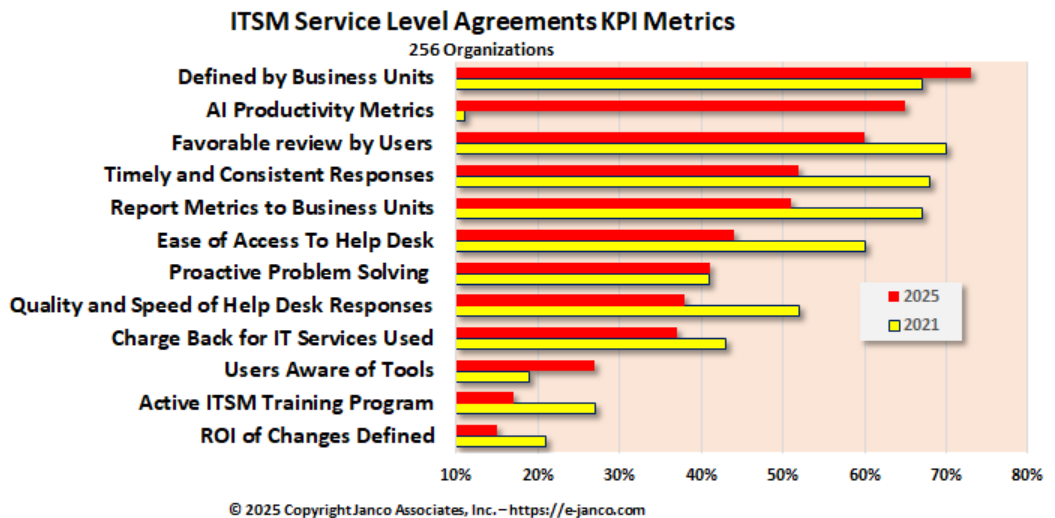
Other [Enterprise] Resources

- ✓ Problem Resolution Process
- ✓ Equipment/Service Request Policy
- ✓ Standard Contracts
- ✓ IT Service Management Policy Template - <https://e-janco.com/itsm.htm>

The Service Request (SR) process provides a way to manage the many users and [Enterprise] IT activities from the user environment in the user environment. The SR process is implemented in the user environment. Requests (ESR) are completed and delivered. The SR process is described in this document. The SR process requiring the coordination of several groups of people will be attained in a more efficient and timely manner.

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Appendix

CIO and CTO Expanded Roles

The CIO and CTO have had their roles expanded as more businesses have moved to an Internet-based environment from the traditional “brick and mortar”. The job description for these positions, which are included as separate attachments, has been expanded accordingly.

Responsibility	CIO and CTO Traditional Roles	CIO and CTO Value Added Role
Strategy and Planning	<ul style="list-style-type: none"> Define, update, and implement IT Strategy Manage IT across the enterprise 	<ul style="list-style-type: none"> Align IT objectives and programs with enterprise objectives and strategies Coordinate IT across the enterprise
Control	<ul style="list-style-type: none"> Align IT, teams, with enterprise performance objectives Control performance objectives Control overall technology budget 	<ul style="list-style-type: none"> Define KP metrics based on overall enterprise objectives Report performance status Coordinate overall technology budgets
Service	<p>This is a sample of the final product and these pages are for your review and are protected by Janco's copyright.</p> <p>https://e-janco.com</p>	
Risk Management		
Business Processes	<ul style="list-style-type: none"> Follow IT System Development Methodology (SMD) 	<ul style="list-style-type: none"> Define and adjust IT standards and technologies
Strategic IT Initiatives	<ul style="list-style-type: none"> Plan and manage strategic IT initiatives Manage application portfolio Manage IT projects 	<ul style="list-style-type: none"> Shift decisions to enterprise operational groups Include enterprise process executive in IT governance
Enterprise Infrastructure & Applications	<ul style="list-style-type: none"> Define standards and architecture Coordinate (consolidate) IT processes across the enterprise 	<ul style="list-style-type: none"> Optimize services through a mix of internal and external services Coordinate security and compliance
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Job Descriptions

The job descriptions are included in a secondary directory (Job Descriptions) and not part of this document, the pdf, or the ePub versions of it.

CIO Job Description

CIO Job Description (small enterprise)

Chief Artificial Intelligence Officer (CAIO)

Chief Experience Officer (CXO)

Chief Compliance Officer (CCO)

Chief Data Officer

Chief Digital Officer

Chief Mobility Officer

Chief Security Officer

Chief Technology Officer

Digital Brand Manager

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Electronic Forms

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Employee Termination Checklist

Pandemic Planning Checklist

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What's New

2025

- ✚ Added Job Description for Chief Artificial Intelligence Officer
- ✚ Updated attached job descriptions to 2025 versions
- ✚ Updated attached electronic forms to 2025 versions
- ✚ Updated survey data to 2025 survey results include WFH KPI Metrics data
- ✚ Updated graphics

2024

- ✚ Added Best Practices for AI Deployment
- ✚ Updated attached job descriptions to 2024 versions
- ✚ Updated attached electronic forms to 2024 versions
- ✚ Updated survey data to 2024 survey results includes WFH KPI Metrics data
- ✚ Updated graphics

2023

- ✚ Added ISO 28000 materials
- ✚ Updated attached job descriptions to 2023 versions
- ✚ Updated attached electronic forms to 2023 versions
- ✚ Updated survey data to 2023 survey results includes WFH KPI Metrics data
- ✚ Updated graphics

2022

- ✚ Updated attached job descriptions to 2022 versions
- ✚ Updated attached electronic forms to 2022 versions
- ✚ Updated survey data to 2022 survey results includes WFH KPI Metrics data
- ✚ Updated graphics

2021

- ✚ Added WFH considerations
- ✚ Added Job Descriptions
 - Chief Compliance Officer
 - Chief Data Officer
- ✚ Updated attached job descriptions
- ✚ Updated attached electronic forms

2020

- ✚ Added materials for Pandemic Planning in the DR/BC governance section
- ✚ Updated all included Job Descriptions
- ✚ Updated to meet the latest compliance mandates
- ✚ Added electronic forms
 - Employee Termination Checklist
 - Pandemic Planning Checklist