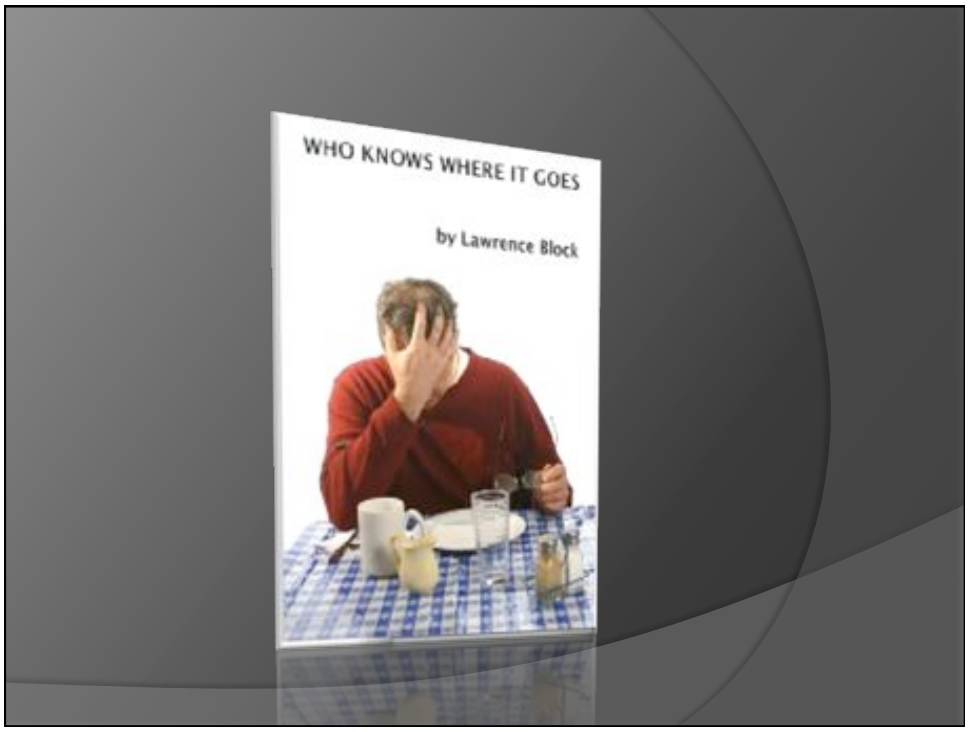
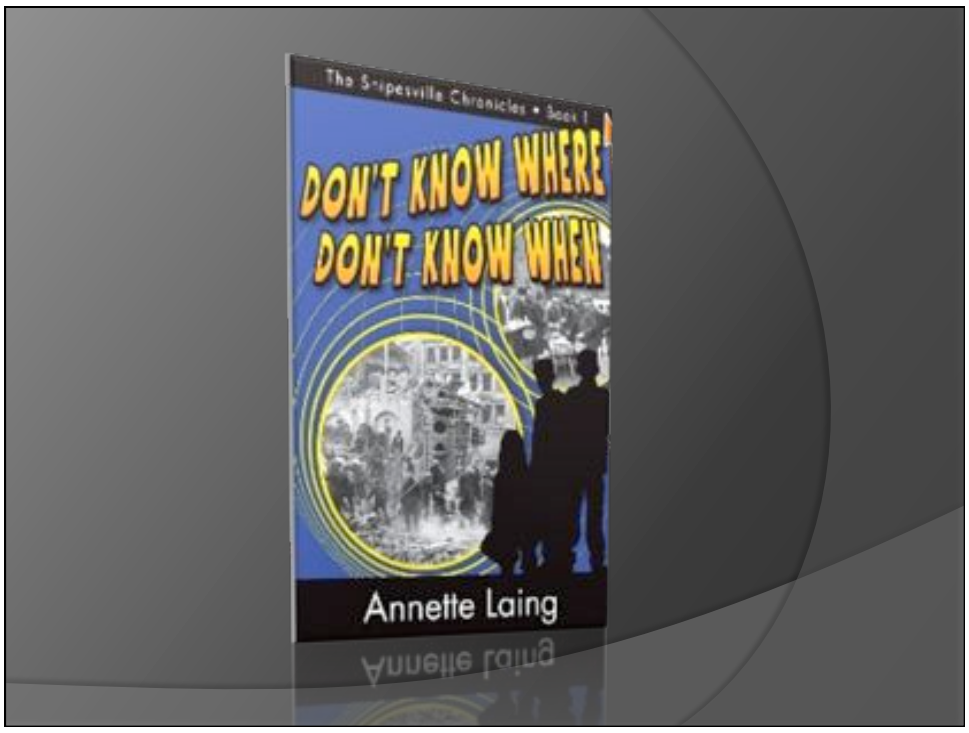
Damien Battisson, DEEWR

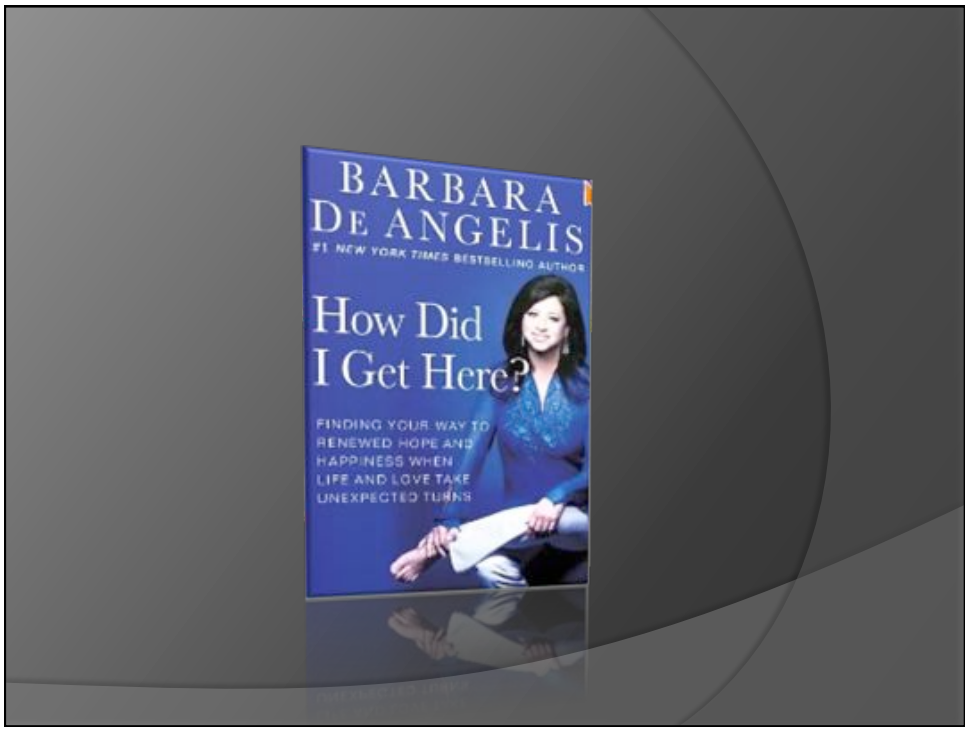
CREATING A GOVERNANCE FRAMEWORK – STOP TALKING ABOUT IT AND WRITE ONE

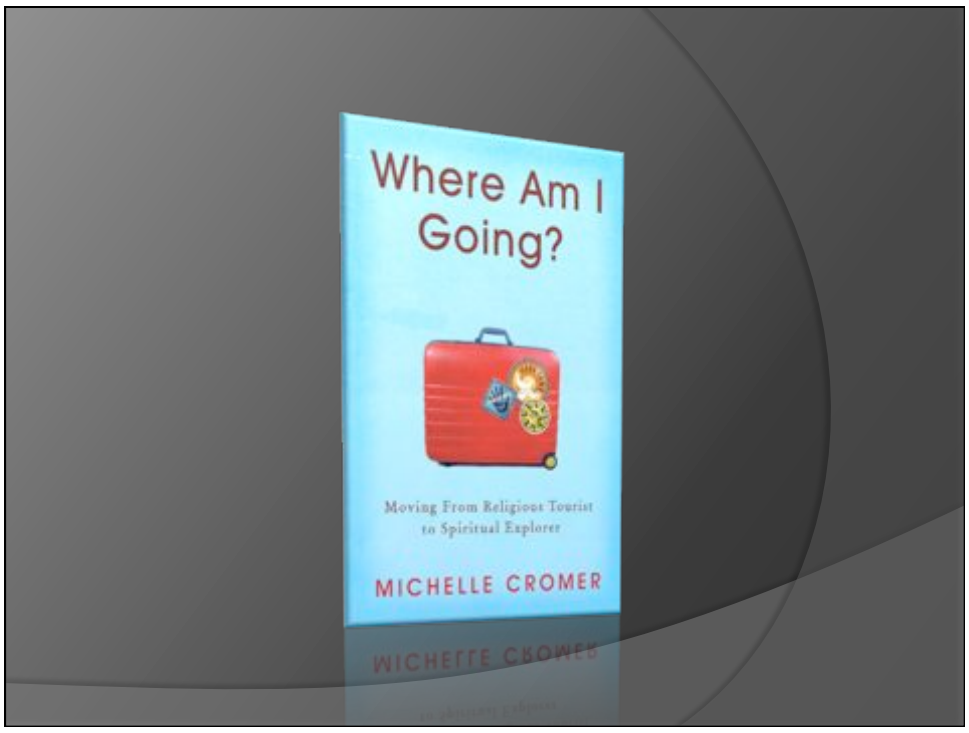
This session will explore the meaning of governance and provide a roadmap for organisations to establish a collaborative governance model.

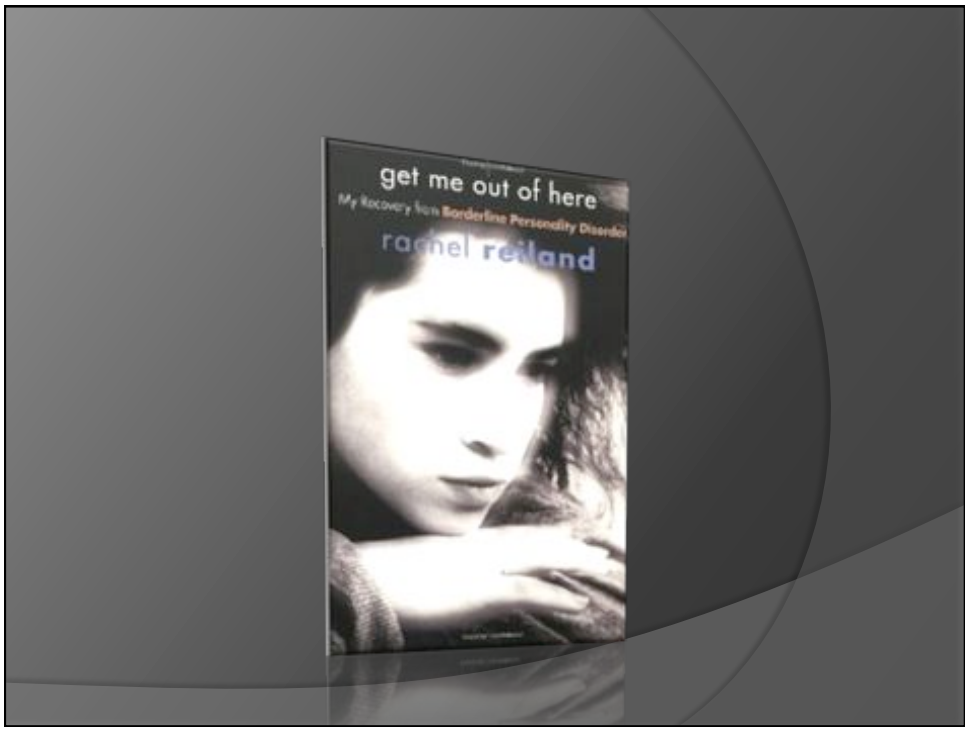
- What is intranet governance and why is it important?
- What to include in a governance framework
- Establishing a collaborative governance model

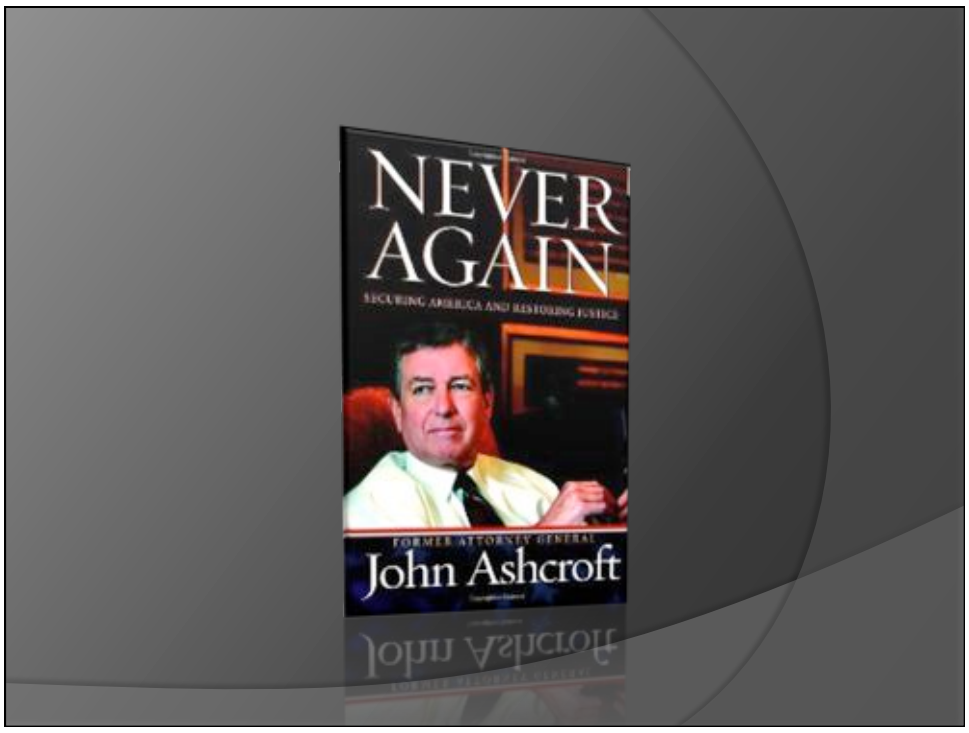

WHO KNOWS WHERE IT GOES
by Lawrence Block


The Snipesville Chronicles • Book 1
DON'T KNOW WHERE
DON'T KNOW WHEN
Annette Laing

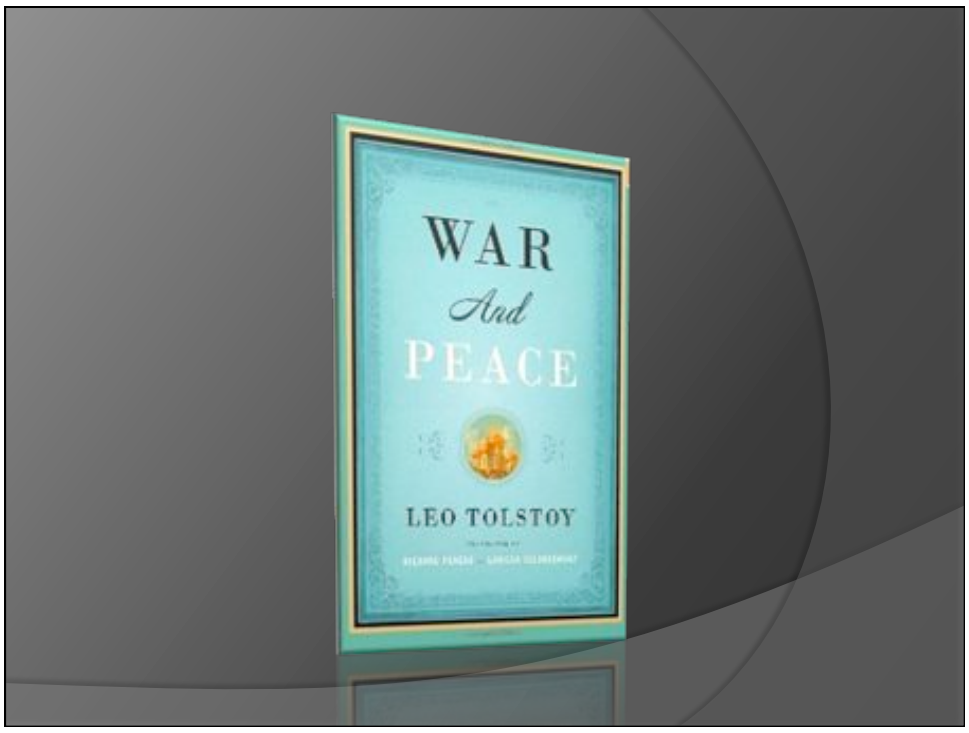

BARBARA
DE ANGELIS
#1 NEW YORK TIMES BESTSELLING AUTHOR
How Did
I Get Here?
FINDING YOUR WAY TO
RENEWED HOPE AND
HAPPINESS WHEN
LIFE AND LOVE TAKE
UNEXPECTED TURNS


Where Am I
Going?
Moving From Religious Tourist
to Spiritual Explorer
MICHELLE CROMER


get me out of here
rachel reiland


NEVER AGAIN
John Ashcroft

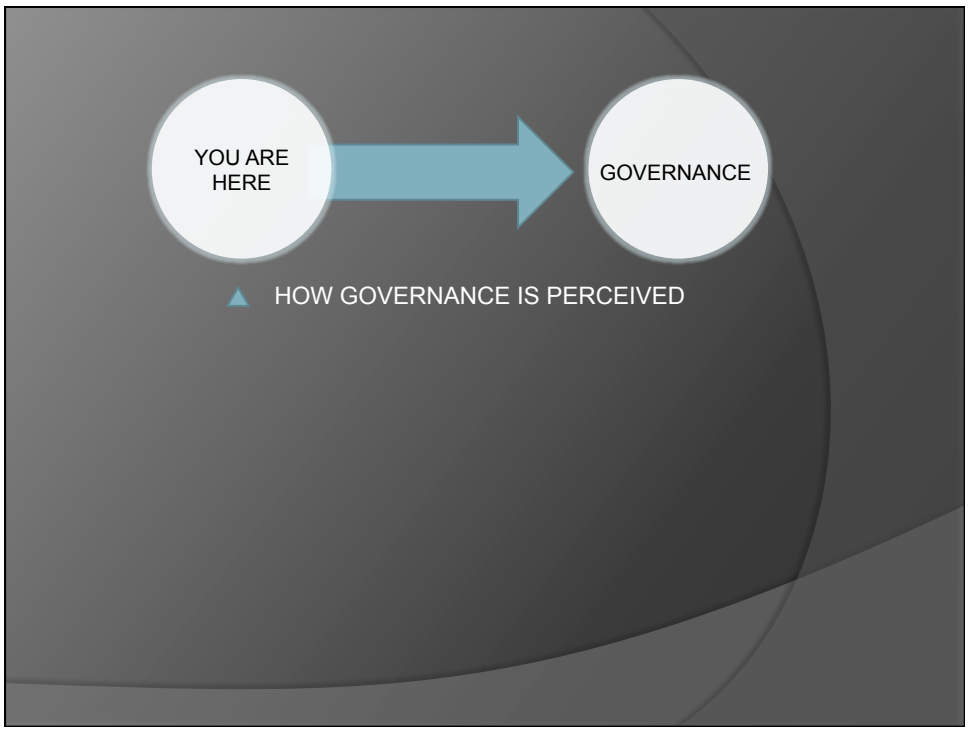
"I KNOW WHERE I WENT WRONG!"
David Huggett


WAR
And
PEACE
LEO TOLSTOY

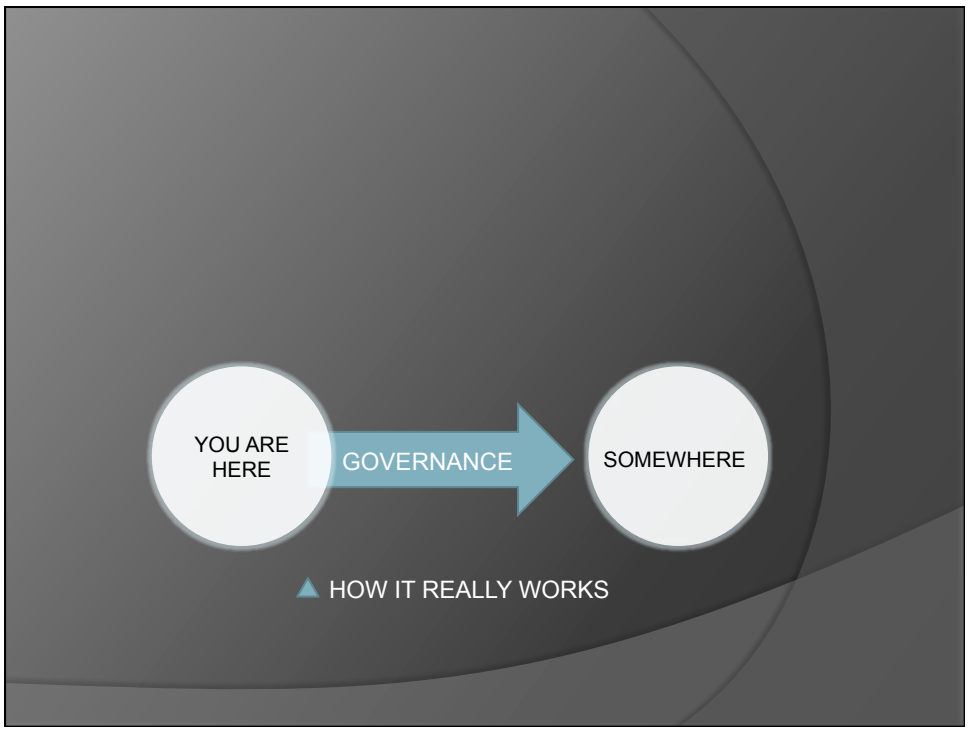
Why is Governance important?

Q: Why is it difficult to get people in the organisation to care about the intranet?

A: If you don't know where you are or where you're going, you won't know how to get there or how to bring people with you.



κυβερνάω [*kubernáo*]
"To steer"


YOU ARE HERE
GOVERNANCE
SOMEWHERE
HOW IT REALLY WORKS

Organisation Goals = Intranet Goals

Transparency – know what the organisation and the respective teams within it actually do

Expertise – find someone in the organisation who can help with my problem

Alignment – ensure the organisation is working to achieve business objectives

Risk and Compliance – identify risks and implement controls to mitigate them

Standardisation – ensure the different parts of the organisation are operating in the same way

Automation – ensure the IT department is automating the right thing, re-using systems, keeping costs down

Process Performance – understand how the organisation, teams and individuals are performing

Collaborative Governance

- Representatives across relevant disciplines
  - Comms, HR, IT, IM,... Business?
- Roles and responsibilities
- Make the rules
- Authority
  - Endorse
  - Enforce

Strategic Decisions

- Decide your destination
- Align with organisation strategy and direction
- Where are we now?
- Where are we heading?
- What will be delivered in the meantime?
  - Information architecture
  - Content management
  - Centralised or de-centralised authoring
  - Permissions – who can do what
  - Social media (video, blogs, wikis?)
  - Team sites
  - Marketing and promotion
  - Standards and guidelines
  - Training and support
  - Staff, skills and resources

Governance Framework

... sets out clear lines of **accountability** for intranet operations and includes **roles** and **responsibilities** for the **key players.**

Governance Framework

Policies & Guidelines

- Information Management
- Record Keeping
- Document Management
- Data Classification
- IT Security
- Retention and Disposal
- Code of Conduct
- Privacy
- Copyright

Training & Support

- Style Guide
- User Guides
- Quick Reference Guides
- Help Site
- FAQ
- Video Tutorials
- Accessibility Guide
- Training Calendar

System Admin

- Back up & Restore
- Change Management
- Disaster Recovery
- Hardware
- Scheduled Tasks
- Storage Quotas

Governan rk

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Training & Support

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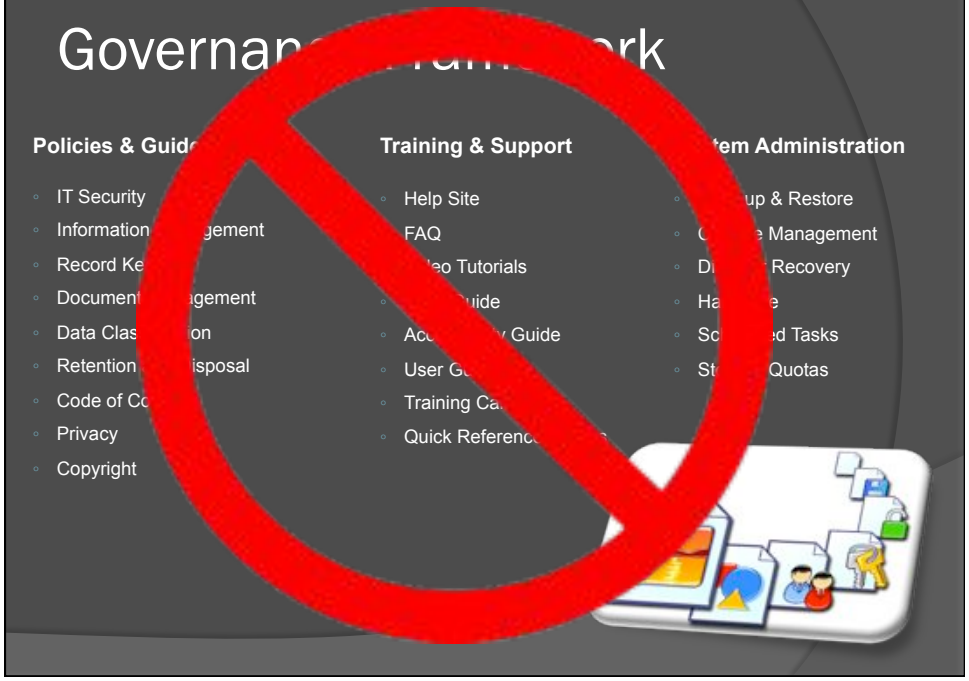


Governance Framework

The Framework

The Rest

Governance Framework

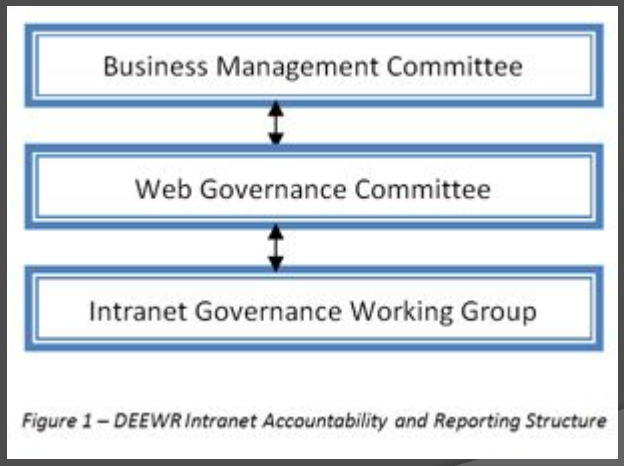
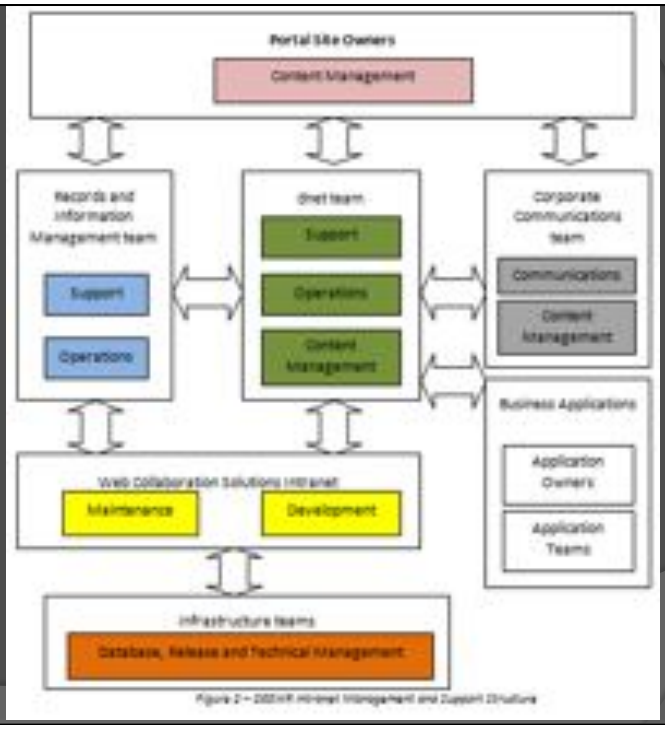
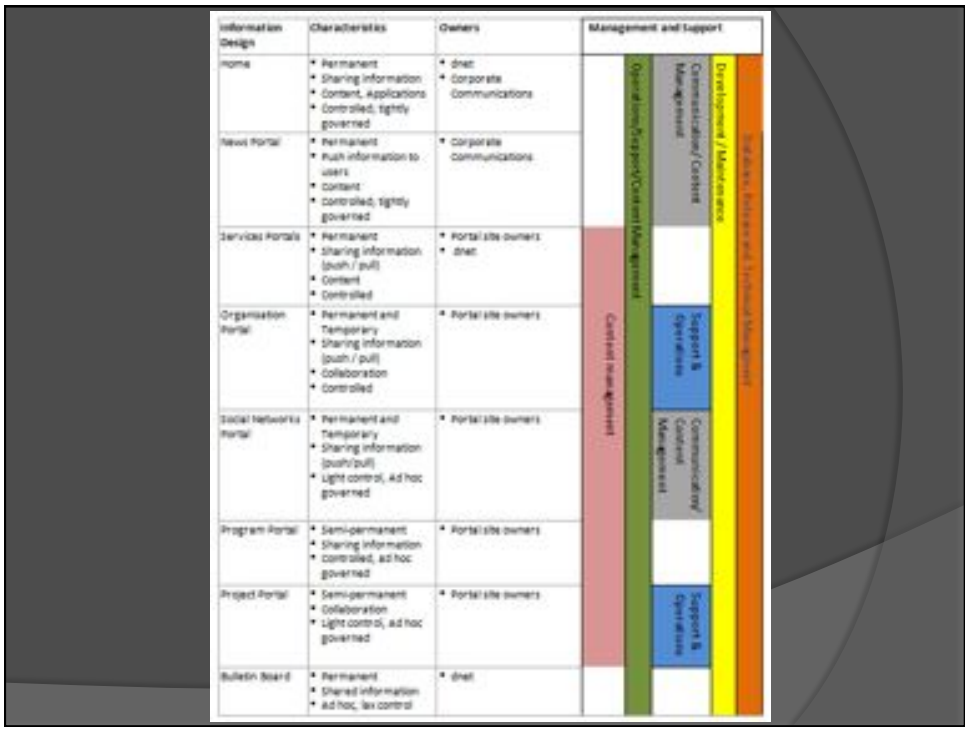
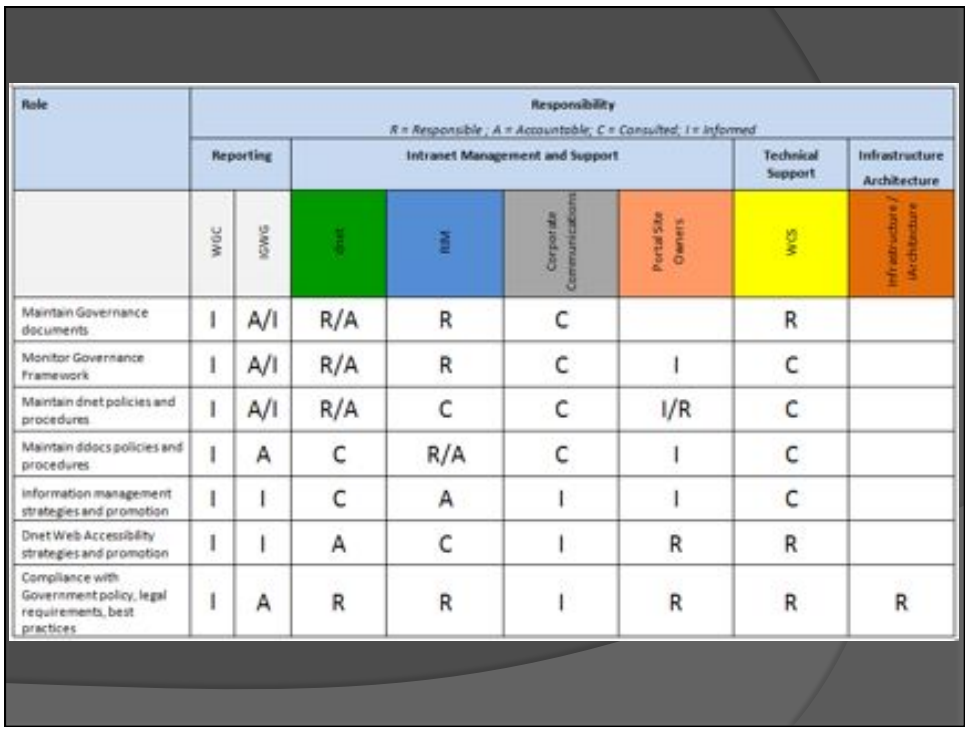


Figure 1 – DEEWR Intranet Accountability and Reporting Structure





Information Design	Characteristics	Owners	Management and Support
Home	• Permanent • Sharing information • Content, Applications • Controlled, tightly governed	• dnet • Corporate Communications	Operations/Support/Content Management; Communication/Content Management; Development / Maintenance; Statistics, Release and Technical Management
News Portal	• Permanent • Push information to users • Content • Controlled, tightly governed	• Corporate Communications	
Services Portals	• Permanent • Sharing information (push / pull) • Content • Controlled	• Portal site owners • dnet	Content management
Organisation Portal	• Permanent and Temporary • Sharing information (push / pull) • Collaboration • Controlled	• Portal site owners	Support & Operations
Social Networks Portal	• Permanent and Temporary • Sharing information (push/pull) • Light control, Ad hoc governed	• Portal site owners	Communication/ Content Management
Program Portal	• Semi-permanent • Sharing information • Controlled, ad hoc governed	• Portal site owners	
Project Portal	• Semi-permanent • Collaboration • Light control, ad hoc governed	• Portal site owners	Support & Operations
Bulletin Board	• Permanent • Shared information • Ad hoc, lax control	• dnet	



Role	Responsibility *R = Responsible ; A = Accountable; C = Consulted; I = Informed*							
	Reporting		Intranet Management and Support				Technical Support	Infrastructure Architecture
	WGC	IGWG	dnet	RIM	Corporate Communications	Portal Site Owners	WCS	Infrastructure / IArchitecture
Maintain Governance documents	I	A/I	R/A	R	C		R	
Monitor Governance Framework	I	A/I	R/A	R	C	I	C	
Maintain dnet policies and procedures	I	A/I	R/A	C	C	I/R	C	
Maintain ddocs policies and procedures	I	A	C	R/A	C	I	C	
Information management strategies and promotion	I	I	C	A	I	I	C	
Dnet Web Accessibility strategies and promotion	I	I	A	C	I	R	R	
Compliance with Government policy, legal requirements, best practices	I	A	R	R	I	R	R	R

Enforce the Rules

- You can't be the police if you don't have the law!
- People want to know the boundaries
- How to deal with non-compliance?
- Be consistent – no favourites.

Cheers!

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Public Affairs Branch
Communication & Parliamentary Group
Australian Government Department of
Education, Employment and Workplace Relations

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