



# Establish a Governance Framework for Cloud Transition

## Cloud Policy Fact Sheet 1.1

Governance, as distinct from management, maintains the accountability and authority of decisions and actions the agency takes. Managers bring governance to life through ICT policy frameworks and implementation.

Good governance can align the implementation of ICT strategy with business and operational needs and ensure ICT investments are fit for purpose. Frameworks can also build in reporting structures and mechanisms to monitor delivery of outcomes and benefits from ICT investment to achieve value for money and thereby minimise risk and improve financial outcomes.

### Objective

**Establish a business led governance framework with supporting ICT policies and management framework to enable cloud transformation.**

### Process

The following process outlines some key steps for agency executives to strengthen their governance arrangements.

#### *Build corporate oversight and strengthen ICT governance*

While Chief Information Officers have the duty to make information technology and security work for the organisation, the business managers approve the agency's programs and strategies that support their agency's operations. Through this process the agency's Board or Executive Committee has full oversight and business responsibility with ICT as the business enabler.

Governance combines the roles and functions organised into structures, supported by the policies that define management principles and decision making processes. The governance structure outlines the decision making framework for an agency's ICT management and investment. It clarifies the expected roles, responsibilities and accountability of all parties involved in the planning, delivery and management of ICT programs and projects while the policies explain how this happens.

A governance structure to enable cloud transition should assign responsibilities for the management, approval and reporting of the following key activities:

- Embed effective and transparent governance for ICT investment that ensures decisions consider business needs across the whole agency. (This is likely to be the responsibility of your business leaders or Corporate Executive.) Put processes in place that identify and manage risk, enable leadership and provide accountability and reporting for cloud project delivery and ongoing review.

- identify and stabilise existing ICT infrastructure and consolidate duplicate systems. (This could be done by one of your existing ICT team or through engagement of an ICT service provider). Assess your agency's workloads and maturity of existing polices and systems. Refer to Fact sheet "Situational analysis to inform Cloud transition".
- Implement policies, standards and processes which align with agency workflows, support agency needs and help improve business processes. Determine the agency's work priorities and applications that support them. How is your agency facilitating changes in the work environment, such as working from home and increased mobility - do you have the policies to support them?
- Identify needs and gaps in organisational capacity and build organisational capability to deliver and use changing ICT systems. (This is likely to need a combination of your HR team and management of your ICT team.) Refer to Fact sheet "Improving workforce capability for cloud transition".
- Improve information management and security by classifying information based on its sensitivity using ISO 27001:2015 and ensuring digital security meets the requirements of the Western Australian Whole of Government Digital Security Policy.
- Ensure probity and accountability while identifying your agency's needs as work priorities may change, you will need to measure all aspects of ICT and report to the Executive. Refer to Fact sheet "Ongoing review and management of cloud services".

Implementation of ICT governance will be a progressive and evolving process. Agencies will need to continue to monitor their current capability and maturity, and where shortfalls are identified, amend the roadmap for achieving the requisite level of capability and outcomes from your Cloud consumption.

## Useful tools

[Government of South Australia, Department of Premier in Cabinet. Digital transformation toolkit](#)

- Digital Maturity Assessment Tool
- Digital Transformation Prioritisation Tool
- Digital Strategy Template
- Digital Strategy Implementation Plan Template

[Western Australian Whole of Government Digital Security Policy, June 2017](#)

Cloud Policy Fact Sheets:

- 2.2 Workforce development planning for cloud transition
- 2.3 Improving workforce capability for cloud transition
- 2.4 Reviewing workforce capability for cloud transition
- 3.1 Situational analysis to inform Cloud transition
- 7.1 Ongoing review and management of cloud services