ISO/IEC 38500:2024-02 (E)

Information technology - Governance of IT for the organization

Contents

Page

Foreword v

Introduction vi

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Good governance of IT 3
4.1 Outcomes of good governance of IT 3
4.1.1 Overview 3
4.1.2 Effective performance 3
4.1.3 Responsible stewardship 4
4.1.4 Ethical behaviour 4
4.2 Principles, model and framework 4

5 Principles for the governance of IT 5
5.1 Overview 5
5.2 Purpose 6
5.2.1 Principle 6
5.2.2 Governance implications for use of IT 6
5.2.3 Outcomes 7
5.3 Value generation 7
5.3.1 Principle 7
5.3.2 Governance implications for use of IT 7
5.3.3 Outcomes 7
5.4 Strategy 8
5.4.1 Principle 8
5.4.2 Governance implications for use of IT 8
5.4.3 Outcomes 8
5.5 Oversight 8
5.5.1 Principle 8
5.5.2 Governance implications for use of IT 8
5.5.3 Outcomes 9
5.6 Accountability 9
5.6.1 Principle 9
5.6.2 Governance implications for use of IT 9
5.6.3 Outcomes 10
5.7 Stakeholder engagement 10
5.7.1 Principle 10
5.7.2 Governance implications for use of IT 10
5.7.3 Outcomes 10
5.8 Leadership 11
5.8.1 Principle 11
5.8.2 Governance implications for use of IT 11
5.8.3 Outcomes 11
5.9 Data and decisions 11
5.9.1 Principle 11
5.9.2 Governance implications for use of IT 11
5.9.3 Outcomes 12

5.10 Risk governance 12
5.10.1 Principle 12
5.10.2 Governance implications for use of IT 12
5.10.3 Outcomes 13
5.11 Social responsibility 13
5.11.1 Principle 13
5.11.2 Governance implications for use of IT 13

5.11.3 Outcomes 13
5.12 Viability and performance over time 13
5.12.1 Principle 13
5.12.2 Governance implications for use of IT 14
5.12.3 Outcomes 14

6 Model for the governance of IT 14
6.1 Introduction 14
6.2 Governance of IT practice 15
6.2.1 Engage stakeholders 15
6.2.2 Evaluate 15
6.2.3 Direct 16
6.2.4 Monitor 16
6.3 Management of IT practice 16
6.4 Framework for the governance of IT 16

7 Framework for the governance of IT 16
7.1 General 16
7.2 Elements of the framework 17
7.2.1 General 17
7.2.2 Direction 18
7.2.3 Capability 18
7.2.4 Policy 18
7.2.5 Delegation 19
7.2.6 Performance 19
7.2.7 Accountability 20

Bibliography 21