

Define how information flows to and across governance boards to inform decision-making

Governance at the technical, portfolio, and strategy levels are interrelated and should inform each other. For example, roadmap decisions at a strategic level should inform when and why upgrades are planned at a portfolio level, which should in turn inform priorities for upgrade management at a technical level. These decisions should be made by separate groups to avoid overlapping responsibilities and ensure the right specialists are involved in the right decisions, but they need to remain in sync with each other to avoid siloed decision-making.

Check your progress:

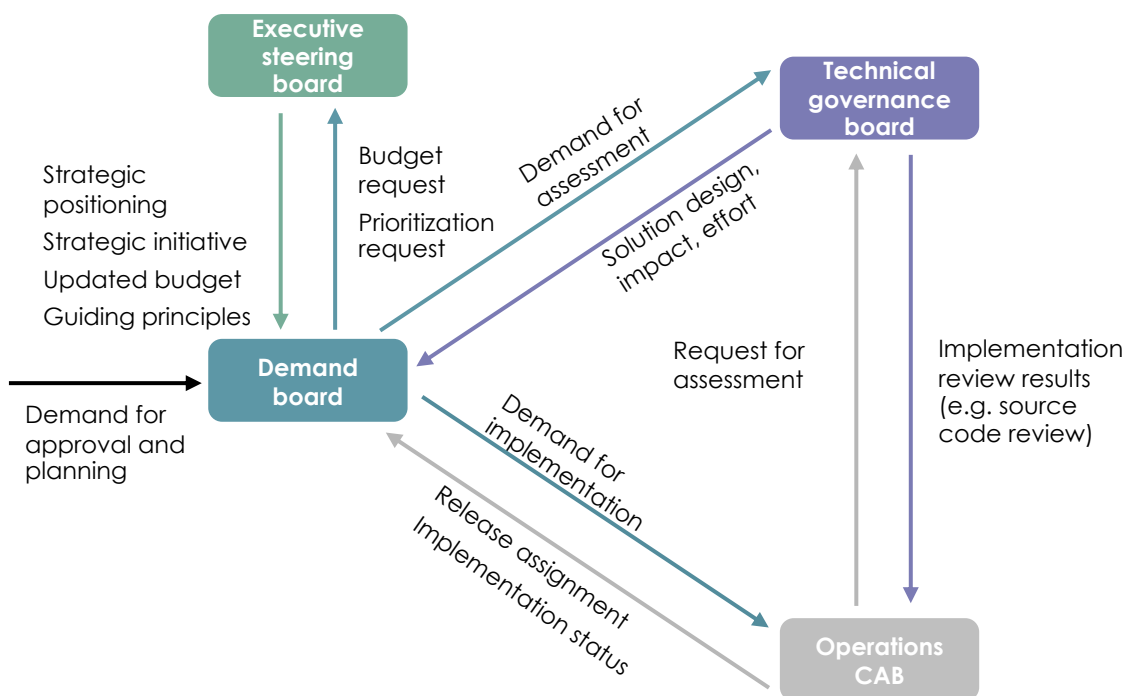
- Have you documented how governance boards will interact with each other to avoid silos?
- Do you know what information needs to be shared across boards to inform decision-making?

If you did not answer “yes” to both questions above, complete these action steps:

1. Coordinate collaboration across governance boards.

Define how your governance boards will interact with each other. Clearly articulate when they need to work together and how the decisions of one board will impact the actions of another.

We recommend mapping this visually. Start with the map below and modify if needed. Note that you can also include other groups (like the “operations CAB” team below) in your map to show how your governance boards work within the larger organization.



2. Coordinate how governance boards will share information.

Effective sharing and collaboration across governance boards reduces the risk of uncoordinated or contradictory decisions.

Define how your boards will share information and how they'll collaborate across boards after you establish the governance roles and authorities. Standardize how they'll inform decisions and record them into policy across governance bodies, including any governance bodies that may be indirectly related to ServiceNow in your organization.