Define a set of guiding principles or golden rules

Many organizations start by agreeing on a set of principles or golden rules once they've established their governance boards. Golden rules are simple, clear statements that help to make sure governance decisions and activities are coordinated at each level. These principles deliver early value by defining a north star for how decisions should be made and for how you expect the Now Platform to be used at your organization. They're intentionally less detailed than formal policies and standards.

Check your progress:

❑ Do you have a set documented high-level principles that the people in your organization can apply to inform decisions in the absence of an exact policy?

If you did not answer "yes" to the question above, complete these action steps:

1. **Define the initial principles.**

   Share these draft principles, or golden rules, with your governance boards (below). Ask them what they would change, add or delete from these principles. When you have a final set of principles that your boards agree on, finalize and circulate them to the teams that work on ServiceNow at your organization.

Over arching principles			
Think Experience First	**Drive Change, Challenge Status Quo**	**Quickest Path to Value with Acceptable Risk**	**Out of the Box First**
Architecture	**Design**	**Data**	**Governance**
• "Secure" simplified user experience • Configure, integrate, then customize • Enable citizen developers • Minimize waste • N-0 versioning – always current • Integration: API first • Always look forward • Single production instance	• Seamless & integrated user experience • Design for real-time • Automation in mind • No code, low code • Focus on agile maintainability • Re-use existing where possible • Regular cadence of health and sprint scans	• Common services data model • Keep data clean • Use data as an asset • Stage integration data externally • System of process is system of record • System of record then source of truth	• Decisions based on manage-ability, performance, upgrade-ability, security and UX considerations • Measurable outcomes-based approach • Empowered decision-making within scoped application • Speed to value approach • Voice of associate/ change enablement mindset

See full ServiceNow governance success workbook