Information technology governance

Introduction

1. This Directive is issued further to article 8 of the ILO Constitution which delegates overall responsibility to the Director-General for the efficient conduct of the Office.

2. This Directive sets out the purpose and structure of an information technology (IT) governance framework within the Office to achieve the objectives of the Information Technology Strategy 2010–15 adopted at the 306th Session (November 2009) of the Governing Body.


4. This Directive is effective as of its date of issue.

Scope

5. This Directive applies to IT governance at headquarters and in regional offices, country offices and Decent Work Technical Support Teams, as well as project offices.

IT governance purpose

6. IT governance institutionalizes the processes, responsibilities, authorities and accountability framework required to ensure strategic and optimal use of information technology throughout the Office. IT governance pertains to how decisions are made, who makes the decisions and how the results of decisions are measured and communicated.

7. IT governance ensures that:
   - IT initiatives sustain and extend Office-wide objectives and strategies;
   - IT investments deliver maximum value based on clear priorities;
   - IT assets are safeguarded;
   - IT performance is measured and reported;
- IT solutions comply with legal and regulatory requirements; and
- IT-related risks are managed.

8. IT governance decision domains include the following:

<table>
<thead>
<tr>
<th>Domain</th>
<th>Description</th>
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<tbody>
<tr>
<td>IT principles</td>
<td>High-level statements on how IT will be used to improve organizational performance.</td>
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<tr>
<td>IT projects</td>
<td>Implementation of IT-related projects taking into account costs, benefits, risks and total cost of ownership.</td>
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<td>IT investments</td>
<td>The top IT priorities and IT deficiencies that need to be addressed.</td>
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<tr>
<td>IT infrastructure</td>
<td>Technologies that support the Office in delivering on its strategies, goals and objectives.</td>
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<tr>
<td>IT applications</td>
<td>Purchased or developed software required to meet organizational needs.</td>
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<td>IT policies and standards</td>
<td>As set out in relevant IGDS, the requirements, conditions, rules and practices that determine how IT is to be utilized.</td>
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</table>

**IT governance framework**

9. IT governance in the Office is directed and achieved through the following framework:

10. **Information Technology Governance Committee (ITGC):**

    (a) The ITGC is the committee for IT governance which makes recommendations to the Director-General or his or her designated representative. Membership in the ITGC includes broad representation from headquarters and the regions.

    (b) Within the framework of the IT strategy adopted by the Governing Body and the approved programme and budget, the ITGC recommends Office-wide IT priorities, projects and resource allocation for major IT investments of strategic benefit to the Office.

    (c) The ITGC receives input and guidance from its advisory subcommittees to expedite and facilitate decision-making.
(d) The ITGC monitors progress and associated risks of IT projects.

(e) The ITGC is chaired by the Deputy Director-General for Management and Reform.

(f) The ITGC standing membership includes one Director from the Policy portfolio as appointed by the Deputy Director-General for Policy; one Director from the Field portfolio as appointed by the Deputy Director-General for Field Operations and Partnerships; and the Directors of HRD, FINANCE, PROGRAM and INFOTEC. Directors from other units are invited to participate as needed by the Chair.

(g) Representatives of JUR and IAO also participate in the ITGC as observers.

(h) The Director of the Department of Information and Technology Management (INFOTEC) is the secretary of ITGC, supported by the INFOTEC Project Management Office (PMO).

(i) The ITGC replaces the IRIS Governance Board (IGB).

**IT governance advisory subcommittees**

11. *Project Management Office (PMO):*

   (a) The PMO reports to the Director of INFOTEC and provides input to the ITGC to facilitate selection, approval and prioritization of proposed IT investments and projects.

   (b) The PMO works with other IT governance advisory subcommittees to systematically evaluate and formalize the business case behind IT-related project initiatives. This includes documenting and quantifying benefits, determining one-off and ongoing resource implications and identifies risks.

   (c) The PMO provides input to the ITGC on progress of approved IT-related projects in the ILO’s portfolio and reports on critical issues or risks which could potentially jeopardize project delivery.

   (d) The PMO replaces the IRIS Management Task Team (IMTT).

12. *Technology Advisory Subcommittee (TASC):*

   (a) The TASC is an advisory subcommittee to the ITGC and reports to the Director of INFOTEC.

   (b) The TASC reviews requests to implement new IT technologies within the Office to ensure that they comply with existing IT policies and architecture standards; provide measurable organizational value; align with Office strategies and objectives; and represent efficient and cost-effective use of technology. These include computer hardware, Internet and web technologies, networking and communications infrastructure and mobile devices.

   (c) The TASC recommends new technologies for consideration by the ITGC. The ITGC must endorse such recommendations and request approval prior to implementation of any new technologies.

   (d) The TASC establishes and maintains an ILO technology roadmap in line with the IT strategy and other Office strategies.
13. **Applications Advisory Subcommittee (AASC):**

(a) The AASC is an advisory subcommittee to the ITGC and reports to the Director of INFOTEC.

(b) The AASC reviews requests to implement new applications within the Office to ensure that they comply with existing policies and standards; provide measurable organizational value; align with Office strategies and objectives; and represent efficient and cost-effective use of technology. These applications include software supporting information workers, knowledge sharing and dissemination, administrative processes, web content access, collaboration, records and document management and other digital assets.

(c) The AASC recommends new applications for consideration of the ITGC. The ITGC must endorse such recommendations and request approval prior to implementation of any new applications.

(d) The AASC defines and maintains the ILO’s application inventory in line with the IT strategy and other Office strategies.

(e) The AASC replaces the Information Technology Applications Advisory Board (ITAAB).

14. For further information and general guidance on the above, you may contact the Director of INFOTEC.

Guy Ryder  
Director-General