

ILO

**Information Technology
Governance Committee
(ITGC)**

Charter

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Charter

Purpose

Information technology (IT) governance is an integral part of an overarching Office-wide governance structure.

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.

Within the framework of the IT strategy adopted by the Governing Body and the approved programme and budget, the ILO's IT Governance Committee (ITGC) recommends Office-wide IT priorities, projects and resource allocations for major IT investments within the Office.

The ITGC focuses its efforts on ensuring consistent and deliberate progress toward mature IT governance processes; on resolving conflicts, confusion and inefficiencies in the use of Office IT resources; and ensuring that IT decision-making occurs at the right levels within the Office.

The ITGC is not responsible for governance and management of IT at the operational level. This is the responsibility of the Director of Information and Technology Management (INFOTEC).

The ITGC is a standing governance structure. It may be supported by other governance structures as required to effectively achieve its purpose.

Authority

The ITGC is the committee for IT governance which makes recommendations to the Director-General or his or her designated representative.

The ITGC was established by the Director-General under Office Directive 333 (version 1).

To facilitate decision-making, the ITGC receives input from its advisory bodies. These include the INFOTEC Technology Advisory Board (TASC), INFOTEC Applications Advisory Board (AASC) and INFOTEC Project, Governance & Management Support Unit (PGMS).

The Director-General has designated the ITGC as the authoritative decision making body on strategic IT-related matters within the Office. Where consensus cannot be achieved, the ITGC can escalate issues requiring further guidance or decision to the Director-General as needed.

Membership

Membership in the ITGC includes broad representation from headquarters and the regions. The Chair of the Committee is appointed by the Director-General. The Director-General can appoint a new Chair at his/her discretion. The Secretary of the ITGC is appointed by the Chair of the Committee. The Chair can appoint a new Secretary at their discretion.

The ITGC is composed of the following membership:

Permanent members:

- Deputy Director-General for Management & Reform (DDG/MR)
- Representative of the Deputy Director-General for Field Operations and Partnerships (DDG/FO)
- Representative of the Deputy Director-General for Policy (DDG/P)
- Director of Financial Management (FINANCE)
- Director of Information Technology and Management (INFOTEC)
- Director of Human Resources Development (HRD)
- Director of Strategic Programming and Management (PROGRAM)

Observers:

- Director of Office of Legal Services (JUR)
- Director of Internal Audit and Oversight (IAO)

Administrative Support:

- Head of INFOTEC Project, Governance and Management Support Unit (PGMS)

The ITGC is chaired by the DDG/MR as appointed by the Director-General.

The DDG/MR has appointed the Director of INFOTEC with support of the Head of the INFOTEC PGMS as the Secretariat of the ITGC.

The Directors of JUR and IAO attend as observers and ensure any decisions fit with the ILO's overarching legal and risk management frameworks.

Depending on topics under discussion, others may be invited to attend and provide input to facilitate the decision-making process.

Responsibilities

Responsibilities of the ITG Committee

The ITGC:

- Approves the IT Strategy. Ensures the IT Strategy is aligned with other Office-wide strategies and objectives.
- Reviews proposed IT initiatives and sets priority accordingly.
- Reviews the funding approach for proposed initiatives. Creates IT investment principles that serve to guide IT investment decisions.
- Balances risk. Balances IT investment risk against potential IT investment opportunities, selecting those IT investments that are in line with the risk profile of the organization.
- Ensures a steady flow of communications. Communicates strategy and IT investment decisions to stakeholders to create understanding at all levels of the Office about which IT investments have been approved. Communicate changes that may have an impact on existing technology services and Office-wide strategies.
- Monitors results. Monitors the progress of technology projects, services and IT investments at the strategic level.

- Manages conflict. Resolves organizational barriers and culture that impede the effective delivery of IT investments.
- Improves the IT governance process. Periodically assesses the overall effectiveness of the ITGC with a goal to continuously improve.

The ITGC is responsible for decisions related to:

IT Principles	High level statements on how IT will be used to improve organizational performance.
IT Projects	Implementation of IT-related projects taking into account costs, benefits, risks and total cost of ownership.
IT Investments	The top IT priorities and IT deficiencies that need to be addressed.
IT Infrastructure	Technologies that support the Office in delivering on its strategies, goals and objectives.
IT Applications	Purchased or developed software required to meet organizational needs.
IT Policies and Standards	As set out in relevant IGDS, the requirements, conditions, rules and practices that determine how IT is to be utilized.

Decisions are made by discussing items or issues and coming to agreement. This agreement does not necessarily mean that each member concurs with the decision itself, but rather, supports the decision and will visibly demonstrate that support within the organization and public arena.

Specific Responsibilities of ITG Committee Members

ITGC Chair

- Calls the meetings in coordination with the ITGC secretariat, and ensures that the meeting agenda and relevant materials are distributed to all members one week prior to the meeting.
- Conducts the meeting.
- Plans the work of the group and proposes an agenda for each meeting using input from members.
- Evaluates the activity and participation by members of the committee and ensures permanent members attend on a regular basis.
- Maintains the focus on meeting topics and motivates members to actions.
- Ensures accurate record keeping and timely reporting.

ITGC Secretariat

The ITGC Secretariat consists of the Director of INFOTEC and the Head of the INFOTEC PGMS. The ITGC Secretariat provides administrative support to the ITGC as follows:

- Submits the agenda and meeting materials to the Chair.
- Provides overview of IT projects proposals requiring approval.
- Provides updates on progress of approved IT-related projects.
- Documents minutes of all meetings.
- Maintains a list of action items including the item description, responsible individual, and the estimated completion date.
- Maintains the register of associated issues and risks.
- Distributes the minutes and action items no later than one week following the meeting.

Business Process Owners (BPOs)

BPOs ensure that the business and technology strategies are clearly understood and executed within their business areas. They are responsible for providing regular reports to the ITGC Chair on the progress of business and IT investments and services taking place within their portfolio or department. Specifically:

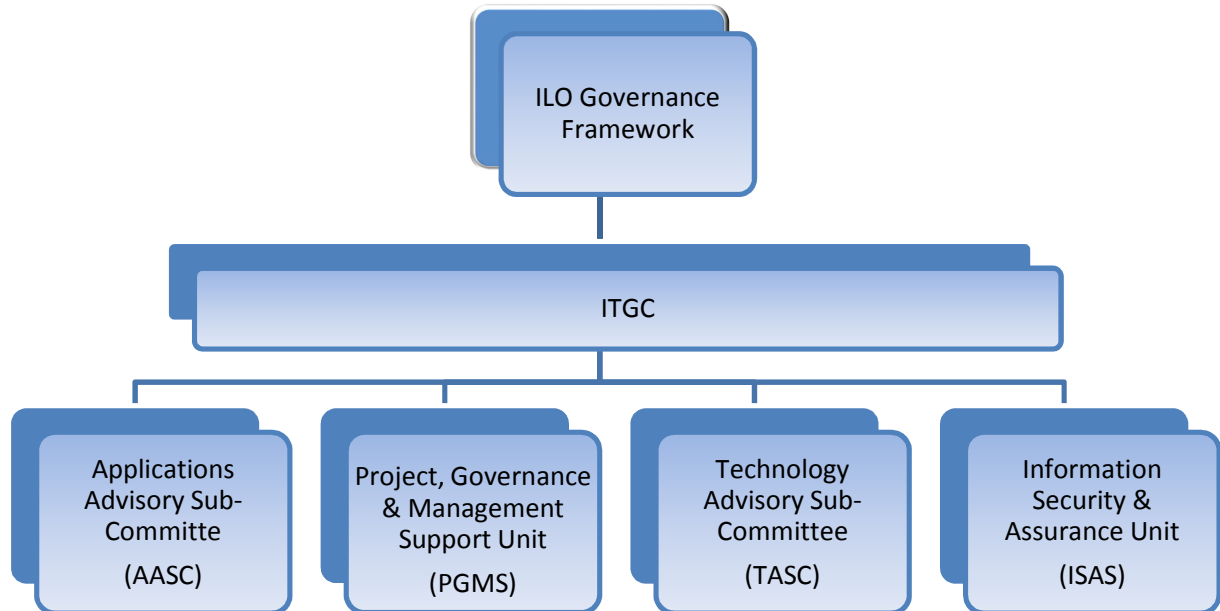
- Proactively and equally share in discussions to determine the future direction of IT.
- Champion IT initiatives within their respective lines of business. Ensure that their operational plans are consistent with the IT Strategy.
- Ensure that existing and changing business needs are clearly understood by the ITGC and are incorporated into the IT investment portfolio as appropriate.
- Manage interdependencies with other business areas, partners and suppliers created by new IT investment and enhancement projects. Influence and resolve cross-functional issues that result from any new IT investment and enhancement projects.
- Ensure that benefits from IT investments are monitored and reported.

Observers (JUR and IAO)

The Directors of JUR and IAO observe the proceedings of the ITGC and offer expert advice as follows:

- Provide their unique perspective to the IT investment decision at hand.
- Offer special insight as it relates to their respective areas - for example, upcoming legal changes, trends in labor markets, new regulations, upcoming standards, etc. that may influence the decision making process.
- Ensure legal, financial and reputational risks are considered in the decision-making process.

Structure



Meetings

Frequency

The Governance Committee meets at least four times a year on a quarterly basis. The Committee Chair may convene ad-hoc meetings when necessary to address issues which are time sensitive. Meeting dates and times should be communicated at least 2 weeks in advance.

Logistics

The ITGC Secretariat will prepare relevant materials for each meeting and submit them to the Chair for review and distribution.

Protocol

In the event of an absence, permanent members can send a substitute. A permanent member is responsible for ensuring that any substitute has been adequately briefed in advance of the meeting and has the appropriate decision-making authority.

Decisions are made by consensus. In the event consensus cannot be achieved, the Chair can escalate to the Director-General for decision.

Agenda

The agenda of the ITGC will vary according to specific needs but will include the following standing items:

- Approval of minutes of the last meeting
- Follow-up on previous assignments and actions

- Review progress of items requiring intervention (issues log, risk register)
- Conduct new business (e.g. review and prioritize proposed IT investments/projects, comment on draft IT Strategy, approve/reject change in scope to previously approved projects, etc.)
- Set date for next meeting

Annual Review

Each year the ITGC will undertake a review of the operation and functioning of the ITGC with particular reference to the extent to which the ITGC has discharged its roles and responsibilities. Where appropriate the review should make recommendations for improvements.

The review should consider the following:

- Assess the effectiveness of the Committee, based on the established Charter, and update the charter as required to improve performance for the next year.
- Assess the effectiveness of the governance process.
- Review the Charter, and answer the following questions:
 - Is the Committee effectively achieving its purpose and expected outcomes?
 - Are the right stakeholders involved in the process?
 - Are committee members fulfilling their roles and responsibilities?

Reporting

The ITGC will provide an end-of year report to the Director-General summarizing recommendations and decisions made.

The ITGC will publish meeting agendas, minutes and supporting documents so the wider Office is aware of the work and recommendations of the ITGC.

The Minutes will include the following:

- Date and location of meeting
- Attendees, apologies and absentees
- Agenda items discussed
- Action items (including responsibility and timeframe)
- Decisions taken (including rationale for decisions)
- Minutes of the preceding meeting will be confirmed at each meeting, which includes a review of the action items outstanding.

The Minutes are approved by the Chair.