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Information technology — Governance of IT — Implementation guide

*Technologies de l'information — Gouvernance des technologies de
l'information — Guide d'implémentation*

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT), see the following URL: [Foreword — Supplementary information](#).

This committee responsible for this document is ISO/IEC JTC 1, *Information Technology*, Subcommittee SC 40, *IT Service Maintenance and IT Governance*.

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Introduction

Information technology (IT) has become pervasive in supporting and enabling the strategy of organizations and this prevalence mandates the governance of IT as an organizational imperative.

Organizations have made significant investments in IT to automate business processes and to communicate and transact electronically with their customers and suppliers. The benefits from these investments have unfortunately not always materialised and in some instances, organizations have incurred significant financial and reputational damage as a result of IT failures. This has further heightened governing body awareness of the need for the governance of IT and of their responsibilities in this regard.

It might be, however, that some governing bodies are uncertain of what arrangements they need to have in place for the governance of IT.

This Technical Specification has therefore been developed to provide guidance on the implementation of governance of IT within organizations. It considers governance, both from the perspective of gaining assurance that the risks associated with the use of IT are appropriately managed, as well as ensuring that the organization maximizes the value from its investments in IT.

It expands on the model and principles for good governance of IT, as described in ISO/IEC 38500 and ISO/IEC/TR 38502, and provides guidance on a methodology for implementing principles-based governance of IT.