



CG	Corporate Governance
RM	Enterprise Risk Management
NP	Not for Profit Governance
IS	Information Security
BC	Business Continuity
OI	Organisational Integrity
TG	ICT Governance
BE	Business Excellence
EA	Enterprise Architecture
PM	PPP Governance
PC	PCI DSS
ML	AML-CTF
CC	Community Care
EM	Environmental Management
EV	Event Management
CL	Cloud Governance
CM	Complaints Management

WHAT IS GOVERNANCE MANAGER?

- A business improvement tool that enables businesses to assess, measure, manage and report on their governance controls and posture in real-time.
- A central repository for an organisation's governance portfolio that may include governance frameworks, internal policies or compliance with local and international standards
- Offering a single mode of operation for governance activities.
- Scalable, flexible, intuitive and tailored.

WHY GOVERNANCE MANAGER?

- Governance Manager represents the most effective use of funding with recurring operational benefit.
- Governance Manager can be deployed immediately without barriers across all constituents.
- Governance Manager enables multiple levels of oversight and the ability to report on the governance posture of the sector as a whole, by cross section for like groups, or individually.
- Governance Manager demonstrates strong leadership through innovation and providing value added service.

BUILDING A BUSINESS CASE?

Six benefits from deploying Governance Manager:

- Develop a common language with a consistent way to engage conversation, then assess and report on governance controls.
- Create a culture of understanding and improvement with defined and measurable goals.
- Highlight common challenges and celebrates common strengths or centres of excellence.
- Enable effective and optimal allocation of resources.
- Foster knowledge retention (tacit) and internal capacity building for ongoing sustainability.
- Raise awareness through participation.

WHY GOVERNANCE FRAMEWORKS AND MATURITY MODELS?

Governance Manager represents:

- A place to start
- A point of reference for measuring how the membership is performing ("current state") and a means of understanding a desired future state
- An enabler for informed management decisions and business improvement.

Using a maturity model will provide:

- The benefit of a trusted body of knowledge and experience.
- A common language and a shared vision.
- A framework for prioritising actions.
- A definition of what 'improvement' means for each organisation.

• *Using Governance Frameworks*

Using governance frameworks can drive new levels of efficiency by encouraging users to consider governance as a continuum of maturity as opposed to a point-in-time compliance activity.

• *Maturity Modeling*

Corporate governance uses Maturity modeling to bring consistency to an assessment or rating process, whether internal or external. Perhaps the greatest challenge in conducting an assessment is generating reliable rating data based on a set of essentially qualitative focus questions. Few organisations will experience consistency in results when asked to simply rate against a numeric scale.

Governance Manager supports numeric rating scales with a set of detailed descriptors that describe key behavioral markers to assist users in their decision making process. The maturity models are architected specifically for each individual governance element. These models are based upon regulations and industry standards by a team of experienced domain experts, and are reviewed regularly for currency.

The ability to assess an organisation against an entire governance framework without the assistance of expensive advisors is of tremendous benefit both in terms of cost savings but also organisational learning and building internal knowledge capacity. It transcends internal silos, allowing senior management to compare performance strategically across multiple business units, departments or other group entities.

• *The Governance Manager workflow*

Governance Manager offers two distinct user models. Each user model is designed to support a different business requirement, and the models may be blended depending on the governance framework required.

The assessment model is a point in time assessment, where the user completes a governance assessment against a nominated framework within a 14-day period. The assessment process includes a full suite of maturity and benchmark reports, but does not include improvements to close any governance gaps, and user data is not retained past the assessment period. This model is useful for organisations that simply wish to have a snapshot of current performance with a comparison against benchmark data.

The management model offers access to all of the assessment functionality, and also includes a comprehensive suite of best practice governance improvements, performance reporting, and tracking tools to allocate time, budget and resources. Customer data is retained in a secure archive and available for chronological performance assessment over subsequent periods, enabling users to track and manage the success of governance enhancement initiatives.



Assessment

The Governance Assessment model offers organisations the ability to take a governance 'snapshot' to understand current and desired levels of governance maturity.



Enterprise

The Enterprise model offers organisations the ability to move beyond simple assessment and actively manage enterprise governance from a single management console.



Peak Body / Regulator

The Peak Body / Regulator model extends the governance management model to cater to the specific requirements of peak body / regulator structures.

For Governments

Public sector governance arrangements are under strict scrutiny from a broad range of stakeholders. Significant governance failings attract media interest, and the issues impacting one Authority may have a carryover effect across an entire region. Public confidence in the discharge of Government duties is essential to their effective operation. Good governance is the lynchpin for public confidence; supporting sound management practices, robust policy suites, and efficient performance in serving citizen stakeholders.

Good Governance implies honesty, integrity, transparency, accountability, and an underlying principle of fairness in business dealings. The same traditional values apply – it's just that governing them in a contemporary public sector environment has become much more complex.

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For Regulators

The efficient and effective operation of a market hinges on appropriate standards of governance across a variety of disciplines. Investor confidence in individual forms is bolstered by appropriate levels of corporate governance, risk management, compliance, ethics & integrity, and a host of other governance disciplines. Extended across an entire market, aggregated standards underpin overall market confidence in the operation of the market itself. Governance Manager supports market development initiatives, the communication of recommended or mandatory standards, and sophisticated data analysis and reporting to inform sector-development initiatives.

For Peak Bodies / Regulators

Governance Manager addresses the key challenge for all peak bodies and regulators: how to deliver relevant value to members based on informed decisions about member needs. Removing the need to rely on member surveys and other feedback mechanisms, Governance Manager invites members to consider and share current and future governance support requirements, it identifies centres of excellent to support enterprise learning, and it assists group entities to 'find the balance' across sometimes disparate business units.