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Governance 101 – Introduction to establishing effective SharePoint management

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Opinions differ on the definition of Governance

Governance Definition

- n Permissions
- n Change Control
- n Common Sense
- n Nuisance

“Specifying the decision rights and accountability framework to encourage desirable behavior” –Peter Weill (2004)

A Governance should be optimized for the organization's culture and area to be managed

Governance Model Influence

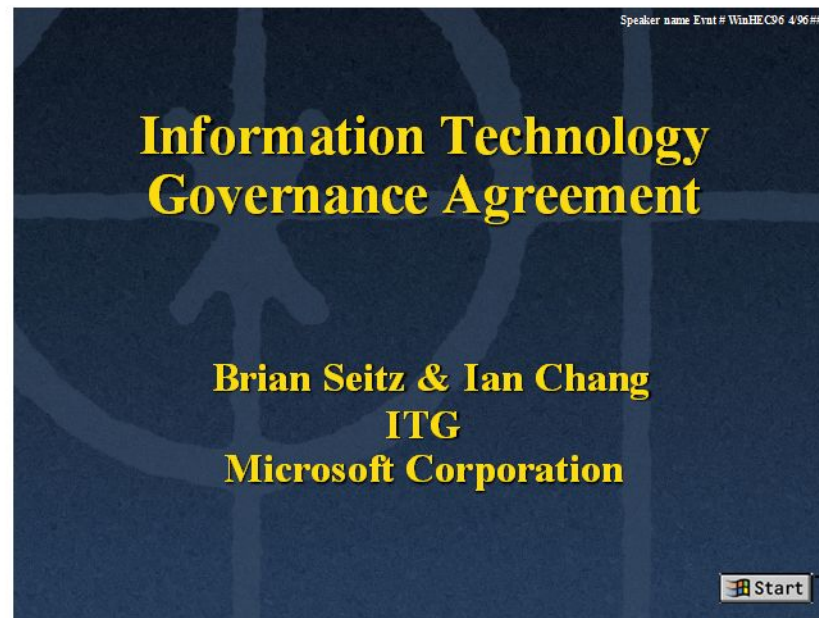
The type of governance model:

- n Enables/Disables participation in decisions
- n Influences acceptance, adoption, adherence and ultimate success

What type of governance model is best depends upon how your company is organized

What types of Governance Models are there

- n Business Monarchy
- n IT Monarchy
- n Feudal
- n Federal
- n Duopoly
- n Anarchy



SharePoint Governance is more than permission rights

SharePoint Governance

SharePoint Governance areas of control:

- n Access
- n Content and Appearance Management
- n Information Architecture
- n System Management

Typically governance definition starts with access and content management first

SharePoint Governance Mistakes

Who can see or update data based upon...

- n This infers you already know what it is or how its categories by the organization

The Design and Deployment toos:

- n Too tight, too loose
- n Too high in organization, too low in organization
- n Too complex, too simple

Before you can govern effectively you have to know what you're governing

SharePoint Governance Strategy

What is your focus:

- n SharePoint Containers or Enterprise Information

Different ontologies/taxonomies for different needs

n Vendor Application:

- EXCEL, WORD, POWERPOINT, ACCESS
- **Indicates the software used to manipulate but gives not indication of usage or content**



n Technology Category

- Spreadsheet, Text Document, Slide Presentation, Database, Form, Flowchart
- **Indicates usage but not software to manipulate or content**

n Organizational Structure

- Groups, Departments, Individual Shares
- **Ownership but not sharing**

n Business Defined:

- Business Forecast, Annual Report, Sales Presentation, Inventory, Requisition form, Procurement Process
- **Indicates contents that End Users are concern with but does not indicate usage or software needed to use.**


Starting with information architecture puts you in the know of what you're governing

SharePoint Governance Best Practice

- n What is the information and its meaning (ontology/semantics)
- n How is it organized and relationship to other information (taxonomy)
- n Who are the stakeholders
- n What decisions should they make, influence or execute

Once you gather an understand of how the business manages information you are ready to start

SharePoint Governance Best Practice



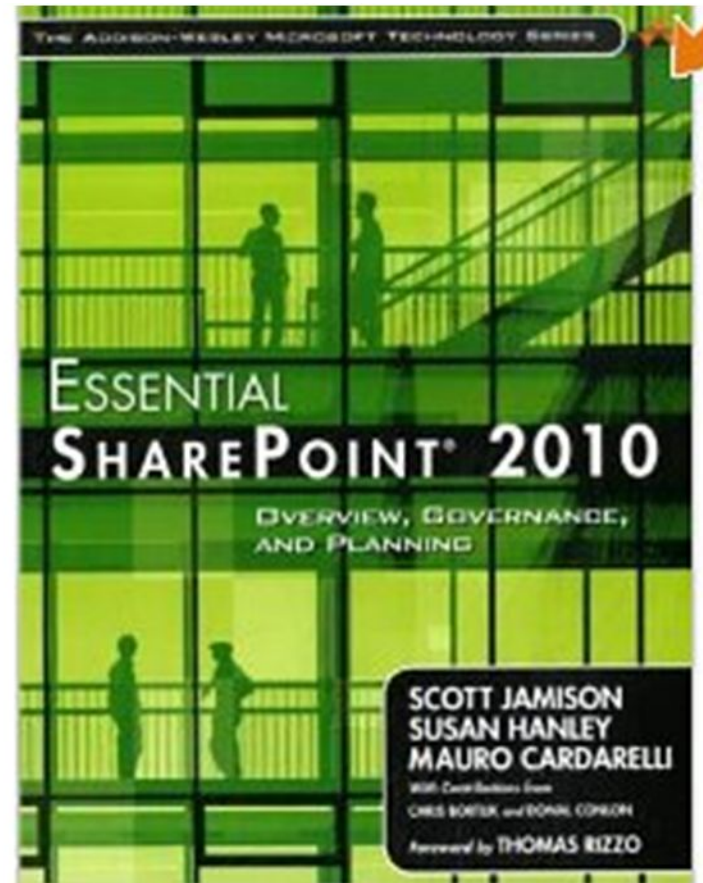
SharePoint 2010 Governance Planning

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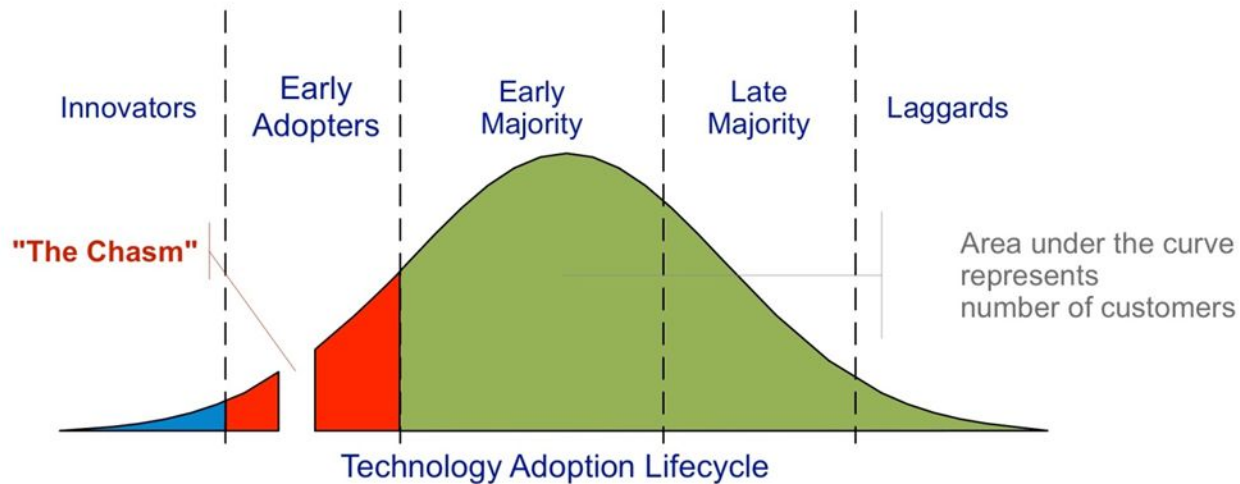
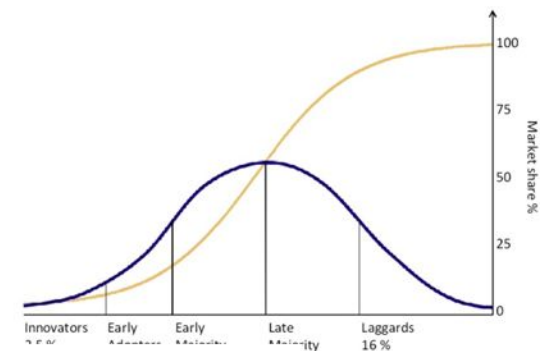


Governance adoption is more than deployment training

Adoption Best Practices

“Design and deployment are easy, Adoption is hard” –Brian Seitz 1999

- n Diffusion of Innovation/Technology Adoption models
- n Maturity Models
- n Hoshin Planning
- n Local deployment leads



Maturity Models provide indication of adoption

Adoption Best Practices

Count of 1 = yes, 0 = No



Process Area - Process Area Capability

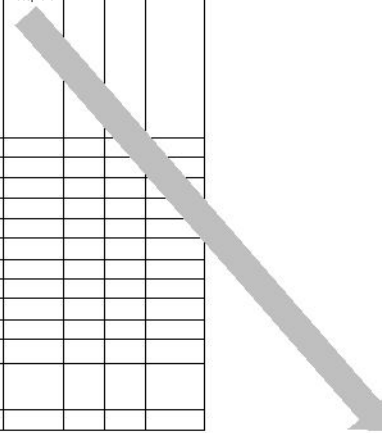
Maturity Level	Total Open Issues	Achievement										
Level 5		FALSE										
Level 4		FALSE										
Level 3		FALSE										
Level 2		FALSE										
Level 1		FALSE										
Level 0		TRUE										

		Level 1	Level 1	Level 2	Level 2	Level 3	Level 3	Level 4	Level 4	Level 5	Level 5
		Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Process Management		9	100.00%	9	66.67%	9	43.75%	9	43.75%	9	43.75%
	Process Definition	3	100.00%	3	100.00%	3	100.00%	3	100.00%	3	100.00%
	Process Focus	6	100.00%	6	100.00%	6	75.00%	6	75.00%	6	75.00%
	Training	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Support	Process Performance	N/A	N/A	N/A	N/A	0	0.00%	0	0.00%	0	0.00%
		9	90.00%	9	16.67%	9	8.65%	9	5.77%	9	5.77%
	Configuration and Knowledge Management	9	90.00%	9	50.00%	9	34.62%	9	34.62%	9	34.62%
	Decision Analysis and Resolution	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Process and Deliverable Quality Management	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Measurement and Analysis	N/A	N/A	N/A	N/A	0	0.00%	0	0.00%	0	0.00%
Project Management	Change Management	N/A	N/A	N/A	N/A	N/A	N/A	0	0.00%	0	0.00%
	Causal Analysis and Resolution	N/A	N/A	N/A	N/A	N/A	N/A	0	0.00%	0	0.00%
		N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Project Planning	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Project Monitoring and Control	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Integrated Teaming	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0.00%
Marketing	Integrated Project Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0.00%
	Risk Management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0.00%
	Quantitative Project Management	N/A	N/A	N/A	N/A	0	0.00%	0	0.00%	0	0.00%
		N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Market Research	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	Segmentation	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
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	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
	N/A	N/A	0	0.00%	0	0.00%	0	0.00%	0	0.00%	

Hoshin Planning + Local Deployment Leads

Adoption Best Practices

Impact (1, 2, 3) Low - High		Objectives				Leading		Target		Responsibility			Needed Resources
Responsibility Role (L, S) Lead, Support	Objective # 1	Objective # 2	Objective #N	Measurements	Goals	Measurements	Goals	Mgr #1	Mgr #2	Mgr #N			
Strategies/Tactics	Prioritize EMEA, the fastest growing middleware market; develop middleware upgrade program for existing IBM accounts to protect incumbency; & identify competitive winbacks			1) Mo sales 2) Qty of protect incumbency sales 3) Qty of Winbacks sales	1) \$20 million 2) 50 3) 20	Revenue market share in EMEA middleware market	25%	Mgr. Websphere				New T&Cs	
Measures	Leading Indicator: WW mo Sales	Target: WW Revenue Market Share	Leading Indicator	Target	Leading Indicator	Target							
Goals	\$20 million												



Impact (1, 2, 3) Low - High		Objectives				Leading		Target		Responsibility			Needed Resources
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Measures	Leading Indicator: WW mo Sales	Target: WW Revenue Market Share	Leading Indicator	Target	Leading Indicator	Target							
Goals	\$20 million												

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