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Information technology — Governance of IT implementation guidance —

Part 1: General approach

Technologies de l'information — Recommandations pour la mise en application de la gouvernance des TI —

Partie 1: Approche générale

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

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 or www.iec.ch/members_experts/refdocs).

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 40, *Service management and IT governance*.

This first edition of ISO/IEC 38501-1, together with the first edition of ISO/IEC TS 38501-2, cancels and replaces the first edition of ISO/IEC TS 38501:2015, which has been technically revised.

The main changes are as follows:

— the content has been aligned to take updates to ISO/IEC 38500:2024 into account;

— Annex A (assessment scheme) and Annex B (sample characteristics by principle) have been moved to ISO/IEC TS 38501-2 to facilitate alignment and use with ISO/IEC 38503.

A list of all parts in the ISO/IEC 38501 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

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Introduction

Information technology (IT) is now pervasive in supporting, enabling and transforming the strategy and business opportunities of organizations. The extensive use of data, coupled with the rapid adoption of digital capabilities and powerful emerging technologies, such as cloud computing, the internet of things (IoT) and artificial intelligence (AI), can substantially improve organizational outcomes, thereby enabling organizations to meet the needs and expectations of their various stakeholders.

However, the deployment and use of information technology is not without challenges, including the increasing prevalence of cybersecurity threats, stringent legislative and regulatory environments, failure to achieve planned benefits from IT investments, and the potential for financial and reputational damage associated with the above risks.

Governing bodies are increasingly aware of the need for effective and efficient governance of IT to ensure the appropriate and responsible use of IT in the organization. However, they are sometimes uncertain of their responsibilities in this regard, or of what arrangements they need to have in place.

This document has therefore been developed to provide guidance on the implementation of the governance of IT within organizations, in accordance with ISO/IEC 38500, to support the key organizational governance outcomes (as defined in ISO/IEC 38500:2024, 4.1) of:

— effective performance;

— responsible stewardship; and

— ethical behaviour.

This document provides guidance on a method for implementing principles-based governance of IT, which uses the principles, model and framework described in ISO/IEC 38500, and the assessment scheme for the governance of IT described in ISO/IEC TS 38501-2.

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Information technology — Governance of IT implementation guidance —

Part 1: General approach

1 Scope

This document provides guidance on the implementation of effective governance of IT in an organization, in accordance with ISO/IEC 38500.

It identifies the key activities that an organization can undertake and provides guidance on the design and establishment of the supporting and enabling arrangements for the governance of IT, clarifying the roles and responsibilities of key organizational stakeholders.

This document can be used by individuals responsible for governance of IT in an organization, as well as individuals supporting the governance of IT in organizations, and is applicable to organizations of all sizes and types.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 38500, *Information technology — Governance of IT for the organization*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 38500 apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

4 Implementation approach

The implementation of the governance of IT in an organization comprises the application of key governance tasks (i.e. engage stakeholders, evaluate, direct and monitor), while taking into consideration the elements of the governance framework, in the context of the governance of IT principles, and taking into consideration the elements of the governance of IT as presented in ISO/IEC 38500.

Successful implementation, however, also requires various supporting and enabling arrangements to be in place, including:

— appropriate sponsorship and engagement from key stakeholders in the organization;

— the establishment of enabling mechanisms that facilitate the governance of IT;

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