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Part 2: Assessment scheme and examples

Technologies de l'information — Gouvernance des technologies de l'information —

Partie 2: Schéma d'évaluation et exemples

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Foreword

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

This first edition of ISO/IEC TS 38501-2, together with the first edition of ISO/IEC 38501-1, cancel and replace 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 (this document) 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

The measurement of performance is an essential aspect when implementing the governance of IT in the organization. It helps the governing body understand how well the organization is achieving its governance of IT objectives and provides critical insights into the areas for improvement, thereby helping the governing body to make informed decisions and allocate resources effectively.

ISO/IEC 38500 is a principles-based standard for the governance of IT. It is therefore crucial that an appropriate assessment scheme, which enables the organization to define the practices, evidence of success and outcomes that are appropriate for the organization, be used. Once this is in place, the organization will be able to effectively measure its performance towards the achievement of its governance of IT objectives.

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Information technology — Governance of IT implementation guidance —

Part 2: Assessment scheme and examples

1 Scope

This document provides guidance on the assessment scheme to be used when implementing the governance of IT in organizations in accordance with ISO/IEC 38500 and ISO/IEC 38501-1.

It establishes the assessment framework and rating scale appropriate for principles-based governance of IT, and provides sample governance of IT characteristics for each of the 11 principles listed in ISO/IEC 38500 (see Annex A).

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

There are no normative references in this document.

3 Terms and definitions

No terms and definitions are listed in this document.

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 Assessment scheme for the governance of IT

4.1 General

The assessment scheme for implementing principles-based governance of IT, based on ISO/IEC 38500, comprises an assessment framework and rating scale in support of outcomes-based governance of IT.

These components provide structure and guidance to the assessment process, which can assist organizations in creating more comprehensive assessments.

4.2 Assessment framework

The framework comprises the following three characteristics, which are applied to each of the principles in ISO/IEC 38500 (see Figure 1).

— The extent to which governance tasks and practices are in place.

— The evidence demonstrating the successful performance of these tasks and practices.

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