Q1 In your opinion, what are the main challenges and/or barriers faced by SMEs (Small and medium-sized enterprises), and to what degree, regarding IT Governance ?

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
Lack of lightweight IT governance frameworks (with an "agile" mindset) that, while maintaining the most relevant elements of their structure, can be feasibly implemented and continuously adapted, within reasonable timeframes and costs	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
Cultural factors inherent to the idiosyncrasy of each country	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
Strategic misalignment and disconnection from the value chain	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	1.00
Lack of understanding at the executive level regarding the value that Information Technologies can provide to the business	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	1.00
High level of informality	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
Financial constraints	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
Weaker managerial staff	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
Insufficient highly-trained personnel	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00

Q2 What is your general perception about the average level of maturity of IT Governance in SMEs currently ? According to the 0 to 5 rating from ITGI

Answered: 1   Skipped: 0

ANSWER CHOICES	RESPONSES	
0: Non-existent (not applied at all)	0.00%	0
1: Initial (ad-hoc and disorganized)	100.00%	1
2: Repeatable (following a regular pattern)	0.00%	0
3: Defined (implemented, standardized and documented)	0.00%	0
4: Managed (part of the organization, monitored and measured)	0.00%	0
5: Optimized (best practice level)	0.00%	0
TOTAL		1

#	ADD A COMMENT IF DESIRED	DATE
	There are no responses.	

Q3 Do you know of any IT Governance framework that is applicable (and to what degree) to the needs and constraints of SMEs ?

Answered: 1   Skipped: 0

#	RESPONSES	DATE
1	ITIL, COBIT, SCRUM, DevOps	5/20/2024 11:12 AM

Q4 To what degree do you believe that the implementation of an IT Governance framework adapted to the specific peculiarities and priorities of SMEs will enable more efficient management of IT assets, maximizing value generation towards the business and contributing significantly to achieving the strategic objectives of the organization ?

Answered: 1   Skipped: 0

ANSWER CHOICES	RESPONSES	
Very High	100.00%	1
High	0.00%	0
Medium	0.00%	0
Low	0.00%	0
Very Low	0.00%	0
Irrelevant	0.00%	0
TOTAL		1

#	ADD A COMMENT IF DESIRED	DATE
	There are no responses.	

Q5 What do you believe are the main objectives that an IT Governance framework for SMEs should consider (and to what degree) ?

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
Efficiently manage technological assets and services	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	1.00
Quickly adapt to changes in the market and business environment	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
Improve management of risks associated with IT	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	1.00
Strengthen strategic alignment of IT with the business	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	1.00
Highlight how/how much IT contributes to the organizational value chain	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00

Q6 What specific cultural elements of SMEs should be considered when developing an IT Governance framework and how should they be reflected there (process, practice, policy or other type of component) ?

Answered: 1   Skipped: 0

#	RESPONSES	DATE
1	IT Governance framework for SMEs shouldn't hinder flexibility because this is a competitive advantage for SMEs in comparison to large corporate companies. Processes should be lightweight and company should prefer using principles over detailed policies.	5/20/2024 11:12 AM

Q7 What Compliance elements (legal, regulatory and similar) should SMEs consider when implementing an IT Governance framework and how should they be reflected there (process, practice, policy or other type of component) ?

Answered: 1   Skipped: 0

#	RESPONSES	DATE
1	SME must reflect compliance related to the region/country they operate in, also the type of business. All governance components (process, practice, policy..) must be reviewed, and adapted accordingly.	5/20/2024 11:12 AM

Q8 What are the key Macro-components that a specific IT Governance framework for SMEs should include (and to what degree) ?

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
Culture (Principles / Policies)	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	1.00
Corporate Governance	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
Compliance	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
Structures (Roles)	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
Relational Mechanisms (to promote and facilitate adoption: IT leadership, education and training, effective communication)	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
Governance Processes	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
Management Processes	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
Practices	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
Business Value (S.M.A.R.T. metrics)	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
Continuous Improvement	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	1.00

Q9 What are the emerging trends in IT Governance that could be especially relevant for SMEs ?

Answered: 1   Skipped: 0

#	RESPONSES	DATE
1	DevOps, AI, agile	5/20/2024 11:12 AM

Q10 What do you think could be differentiating/innovative elements (and to what degree) in an IT Governance framework oriented towards SMEs ?

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
Integration of the specific problems of SMEs	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
Inclusion of cultural variables specific to each country	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	0.00
Highlighting the value that IT adds to organizations	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	0.00
Including a maturity model	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00

Q11 What are the existing best practices in the industry that SMEs should consider (and to what degree) when establishing an effective IT Governance framework ?

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
Cobit	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
Iso 38500	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
Val IT	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
Calder & Moir IT Governance Framework	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
Weill & Ross framework	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
ITIL	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
TOGAF	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00

Q12 To what degree do you believe that the practices and processes of COBIT/ISO 38500/Val IT, along with academic works related to IT Governance, can be a basis that is adapted to build an IT Governance framework tailored for SMEs ?

Answered: 1   Skipped: 0

ANSWER CHOICES	RESPONSES	
Very High	0.00%	0
High	0.00%	0
Medium	100.00%	1
Low	0.00%	0
Very Low	0.00%	0
Irrelevant	0.00%	0
TOTAL		1

#	ADD A COMMENT IF DESIRED	DATE
	There are no responses.	

Q13 To what degree do you believe that incorporating a maturity model into the framework would allow diagnosing the organization's current level in relation to the proposed model, and serve as a guide to evolve gradually ?

Answered: 1   Skipped: 0

ANSWER CHOICES	RESPONSES	
Very High	0.00%	0
High	100.00%	1
Medium	0.00%	0
Low	0.00%	0
Very Low	0.00%	0
Irrelevant	0.00%	0
TOTAL		1

#	ADD A COMMENT IF DESIRED	DATE
	There are no responses.	

Q14 To what degree do you believe that as the capabilities or maturity levels (independent variable) of SMEs in their IT Governance increase, the generation of value towards the business will also increase ?

Answered: 1   Skipped: 0

ANSWER CHOICES	RESPONSES	
Very High	0.00%	0
High	100.00%	1
Medium	0.00%	0
Low	0.00%	0
Very Low	0.00%	0
Irrelevant	0.00%	0
TOTAL		1

#	ADD A COMMENT IF DESIRED	DATE
	There are no responses.	

Q15 What aspects do you think are necessary to consider to bring a SME to a maturity level considered Repeatable (comparable to ITGI level 2) in its IT Governance?

Answered: 1   Skipped: 0

#	RESPONSES	DATE
1	assessment, introducing processes, and formalizing other governance components - organizational structure, information..	5/20/2024 11:12 AM

Q16 What aspects do you think are necessary to add or go deeper from the Repeatable Maturity level, to bring an SME to a maturity level considered Defined (comparable to ITGI level 3) in its IT Governance ?

Answered: 1   Skipped: 0

#	RESPONSES	DATE
1	assigning process owners, managing processes and managing other governance components	5/20/2024 11:12 AM

Q17 What Governance Objectives from COBIT do you think would be most necessary to implement (and to what degree) in SMEs, as part of implementing a specific IT Governance framework for them and at a maturity level considered Repeatable (comparable to ITGI level 2) ?

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
EDM01 - Ensured Governance Framework Setting and Maintenance	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
EDM02 - Ensured Benefits Delivery	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
EDM03 - Ensured Risk Optimization	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
EDM04 - Ensured Resource Optimization	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
EDM05 - Ensured Stakeholder Engagement	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00

Q18 What Governance Objectives from COBIT do you think would be most necessary to implement (and to what degree) in SMEs, as part of implementing a specific IT Governance framework for them and at a maturity level considered Defined (comparable to ITGI level 3)?

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
EDM01 - Ensured Governance Framework Setting and Maintenance	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
EDM02 - Ensured Benefits Delivery	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
EDM03 - Ensured Risk Optimization	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
EDM04 - Ensured Resource Optimization	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
EDM05 - Ensured Stakeholder Engagement	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00

Q19 What Management Objectives from COBIT do you think would be most necessary to implement (and to what degree) in Chilean SMEs, as part of implementing a specific IT Governance framework for them and at a maturity level considered Repeatable (comparable to ITGI level 2)?APO = Align, Plan and OrganizeBAI = Build, Acquire and ImplementDSS = Deliver, Service and SupportMEA = Monitor, Evaluate and Assess

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
APO01—Managed I&T Management Framework	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
APO02—Managed Strategy	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO03—Managed Enterprise Architecture	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO04—Managed Innovation	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO05—Managed Portfolio	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO06—Managed Budget and Costs	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO07—Managed Human Resources	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO08—Managed Relationships	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO09—Managed Service Agreements	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO10—Managed Vendors	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO11—Managed Quality	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO12—Managed Risk	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO13—Managed Security	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO014—Managed Data	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI01—Managed Programs	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
BAI02—Managed Requirements Definition	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI03—Managed Solutions Identification and Build	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI04—Managed Availability and Capacity	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI05—Managed Organizational Change	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
BAI06—Managed IT Changes	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI07—Managed IT Change Acceptance and Transitioning	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
BAI08—Managed Knowledge	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI09—Managed Assets	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00

BAI10—Managed Configuration	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI11—Managed Projects	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
DSS01—Managed Operations	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
DSS02—Managed Service Requests and Incidents	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
DSS03—Managed Problems	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
DSS04—Managed Continuity	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
DSS05—Managed Security Services	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
DSS06—Managed Business Process Controls	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
MEA01—Managed Performance and Conformance Monitoring	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
MEA02—Managed System of Internal Control	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
MEA03—Managed Compliance With External Requirements	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
MEA04—Managed Assurance	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00

Q20 What Management Objectives from COBIT do you think would be most necessary to implement (and to what degree) in SMEs, as part of implementing a specific IT Governance framework for them and at a maturity level considered Defined (comparable to ITGI level 3)?APO = Align, Plan and OrganizeBAI = Build, Acquire and ImplementDSS = Deliver, Service and SupportMEA = Monitor, Evaluate and Assess

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
APO01—Managed I&T Management Framework	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO02—Managed Strategy	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
APO03—Managed Enterprise Architecture	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO04—Managed Innovation	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO05—Managed Portfolio	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO06—Managed Budget and Costs	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO07—Managed Human Resources	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO08—Managed Relationships	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
APO09—Managed Service Agreements	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO10—Managed Vendors	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO11—Managed Quality	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO12—Managed Risk	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO13—Managed Security	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
APO014—Managed Data	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
BAI01—Managed Programs	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI02—Managed Requirements Definition	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
BAI03—Managed Solutions Identification and Build	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI04—Managed Availability and Capacity	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
BAI05—Managed Organizational Change	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI06—Managed IT Changes	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
BAI07—Managed IT Change Acceptance and Transitioning	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
BAI08—Managed Knowledge	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
BAI09—Managed Assets	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00

BAI10—Managed Configuration	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
BAI11—Managed Projects	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
DSS01—Managed Operations	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
DSS02—Managed Service Requests and Incidents	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
DSS03—Managed Problems	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
DSS04—Managed Continuity	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
DSS05—Managed Security Services	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
DSS06—Managed Business Process Controls	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
MEA01—Managed Performance and Conformance Monitoring	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
MEA02—Managed System of Internal Control	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
MEA03—Managed Compliance With External Requirements	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
MEA04—Managed Assurance	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00

Q21 What do you believe are the most important tools (and to what degree to use within the IT Governance framework for better alignment and to communicate/demonstrate added value to the business) ?

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
S.M.A.R.T. metrics	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	1.00
Relational Mechanisms (to promote and facilitate adoption: IT leadership, education and training, effective communication)	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00

#	OTHER TOOL(S) SPECIFY IN FREE TEXT, INCLUDING THE DEGREE OF IMPORTANCE ACCORDING TO THE TABLE SCALE	DATE
1	COBIT Goals Cascade High, Balanced Scorecard (BSC) High	5/20/2024 11:12 AM

Q22 What are the key metrics that SMEs should use (and to what degree) to effectively measure and communicate/demonstrate the value that IT Governance adds to the business, especially in terms of the value chain and financial/operational results (i.e. in a language the business understands) ? They should be relevant and feasible to measure.

Answered: 1   Skipped: 0

	VERY HIGH	HIGH	MEDIUM	LOW	VERY LOW	IRRELEVANT	TOTAL	WEIGHTED AVERAGE
User satisfaction level with IT services	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
ROI of IT projects	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
% of IT initiatives aligned with business objectives	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	1.00
% compliance with critical IT risk map	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
Reduction in implementation time of new IT capabilities	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
Reduction in IT operating costs	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00

Q23 What concrete steps (roadmap) should a SME follow to successfully implement an IT governance framework ?

Answered: 1   Skipped: 0

#	RESPONSES	DATE
1	In my opinion using iterative project management has proven to be the most effective way during governance implementations.	5/20/2024 11:12 AM