The IT governance mechanism ensures that stakeholder needs, conditions and options are evaluated to determine balanced, agreed-on enterprise objectives. IT governance also ensures that direction is set through prioritization and decision making and that performance and compliance are monitored against agreed-on direction and objectives. Management plans, builds, runs and monitors activities in alignment with the direction that is set by the governance body to achieve the enterprise objectives.4

The IT governance processes are to direct and monitor (EDM). Metrics are a monitoring mechanism and help management monitor the achievements of the enterprise’s business-related goals and IT-related goals. Appropriate metrics help the governing body provide direction that is based on defined goals and an evaluation of metrics. Metrics help enterprises answer valuable questions, such as benchmark performance. Metrics describe a quality and require a measurement baseline percent of incidents reported were resolved within two hours.