Week 3: Milestones, Benchmarks, and Deliverables Roadmap

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# Milestones, Benchmarks, and Deliverables

NCU-F is a large-sized enterprise within the Banking-as-a-Service (BaaS) industry. The business predominately grows through acquisitions, and this has caused the company to have inconsistent standards between business units. Its senior leadership team is forming a task force to define Information Technology (IT) policies that enable the Business Units to collaborate more efficiently. This team has stakeholders from the major divisions, executive sponsors, and legal representatives.

## Goals, Scope, and Tenants

The task force’s charter defines procedures, mechanisms, and frameworks across the IT policies lifecycle. This lifecycle includes specific events such as creating, storing, approving, modifying, and retiring policies. Additionally, the group seeks to centralize relevant artifacts in a discoverable repository. Those artifacts must encompass Standard Operating Procedures and controls throughout demand, execution, and performance management (Selig, 2016). Upon project completion, employees can promptly identify any relevant governance models.

The task force also seeks to balance consistency with business unit agility. When organizations put technology before the products and services, it prevents resources from delivering on the corporate mission and delighting customers (Ali, Green, & Robb, 2015). Therefore, new policies must enable the organization to make more strategic and efficient investments.

Lastly, there are infinite business challenges, and the task force cannot predict every future scenario. Senior leaders have the authority to grant exceptions and propose policy modifications as necessary. Documentation must exist for those decisions so the task force can periodically assess broader course corrections.