



Technical Governance

Governance is a decision-making framework that defines how ServiceNow strategy, portfolio, and technical decisions are made and who has the authority to make them. Governance is made up of three boards: Executive steering, demand, and technical. Technical governance answers technical questions and sets standards and guardrails for development on the Now Platform, to minimize technical risk.

Approach to establish governance

Three-step process for getting started with customers:

1. Prepare to set up ServiceNow governance
2. Define your governance process
3. Continuously improve governance

Continuously improve governance

To continuously improve how decisions are made in the customer organizations:

- Define metrics
- Remove bottlenecks
- Triage decisions

Key takeaways

- **Governance is about accelerating decisions and outcomes:** Effective governance clarifies who makes decisions, how they get made, and what outcomes they should deliver.
- **Strategy should drive governance:** Start by defining how strategic decisions are made. Technical standards and policies need to be informed by strategy.
- **Avoid governance for the sake of governance at all costs:** When you've set up governance, continuously evaluate how and where you can improve and simplify your approach to decision-making.

Challenges in setting up governance

- Proceeding without enough executive sponsorship and funding
- Only involving IT teams in setup
- Perception of governance as 'red tape'