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“Good governance ensures that technology serves the organisation, not the other way around.”

Definition:

ISO/IEC 38500 is an international standard for the governance of information technology. It provides guidance for boards and senior management on how to direct and control the use of IT within an organisation.

Main focus areas:

Strategic alignment of IT with business goals
Accountability and responsibility for IT decisions
Oversight of risk, performance, and compliance

Goal:

To ensure that IT supports the organisation's objectives, delivers value, and is used responsibly and effectively.



“IT governance is about making IT work for organisation and stakeholders”.

WHO ?

Was primarily developed by Standards Australia based on their AS 8015:2005 standard

Published jointly by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) in 2008.

WHY ?

Organizations use ISO/IEC 38500 to ensure their IT investments deliver maximum value while minimizing risks and ensuring legal compliance.

It shifts the view of IT from a technical department responsibility to a strategic corporate asset that is governed at the board level.



Primary Reasons for Adoption:

- Ensures IT strategies and activities directly support overall business goals
- Provides a framework to identify and manage IT-related risks
- Helps boards make informed, data-driven decisions on IT investments to ensure they contribute positively
- Establishes clear accountability for meeting legal and regulatory requirements

“Better decisions create better outcomes.”

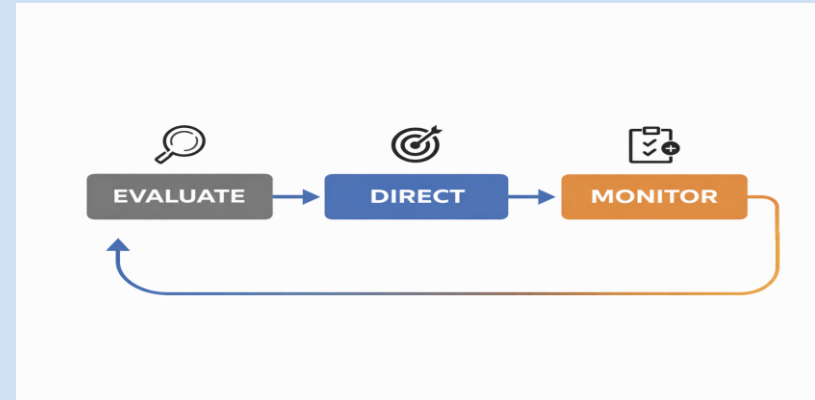
Nature and scope of the standard ?

ISO/IEC 38500 is a high-level governance standard. It applies at the board and executive level and does not address operational IT management. The standard is technology-independent and applicable to all types of organizations.

Principle-based approach ?

The standard follows a principle-based approach rather than a procedural one. It does not provide detailed methods or technical solutions. Organizations remain free to design their own governance mechanisms within a common framework.

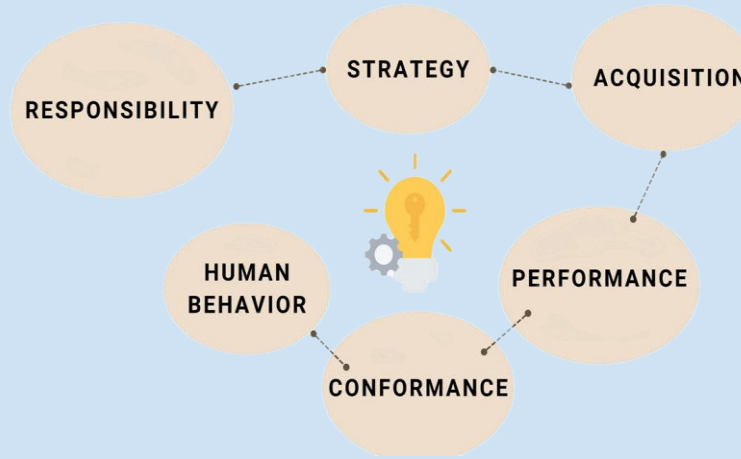
Governance model and structure:



ISO/IEC 38500 is structured around the Evaluate – Direct – Monitor (EDM) governance model. This structure enables continuous oversight of IT-related decisions and ensures clear accountability at the leadership level.

“Governing IT is no longer optional, it is strategic.”

05: The core principles



Responsibility – Clear accountability for IT decisions

Strategy – IT supports organisational objectives

Acquisition – IT investments deliver value

Performance – IT is fit for purpose

Conformance – Compliance with laws and policies

Human Behaviour – People are considered in IT decisions

“IT delivers value only when decisions are governed.”