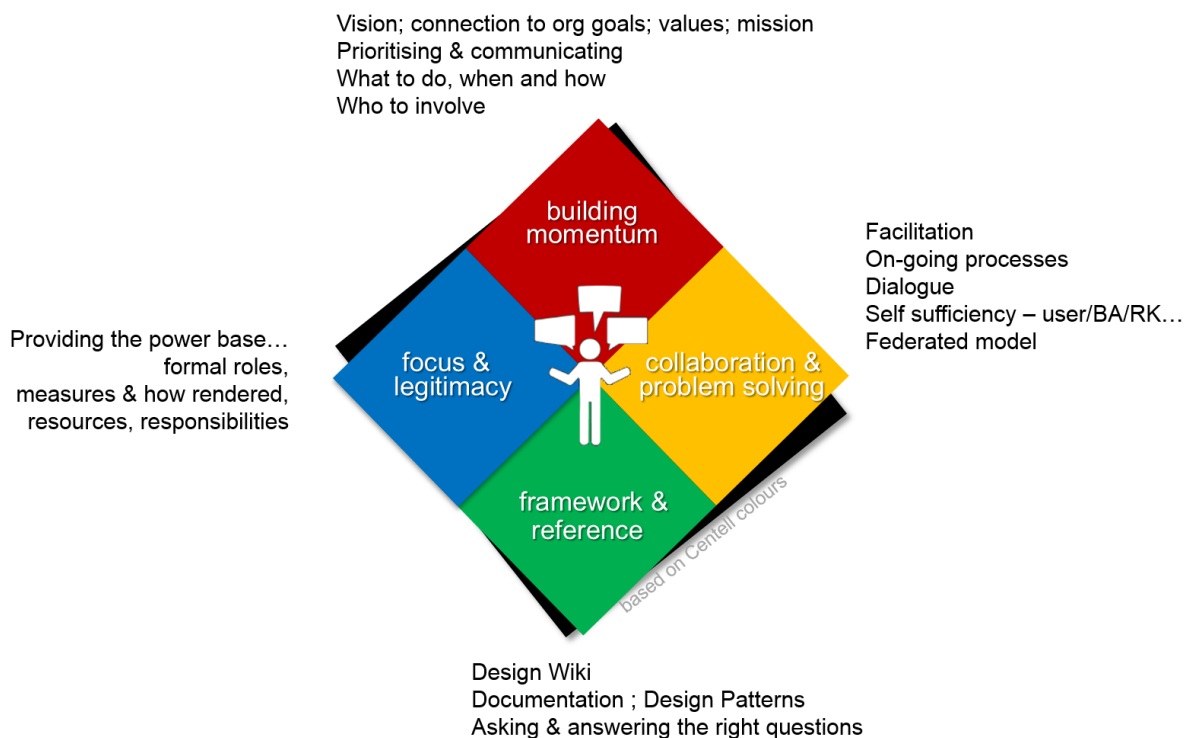


Governance for everyone - A framework for helping you cover all bases

Governance often conjures up visions of a select group of technocrats meeting regularly to “govern” their SharePoint or other ECM implementation. We see governance is not something you *have* (i.e. a noun), it’s something you *do*.

Here is the overall governance framework and some example activities and artefacts that we help organisations put in place:

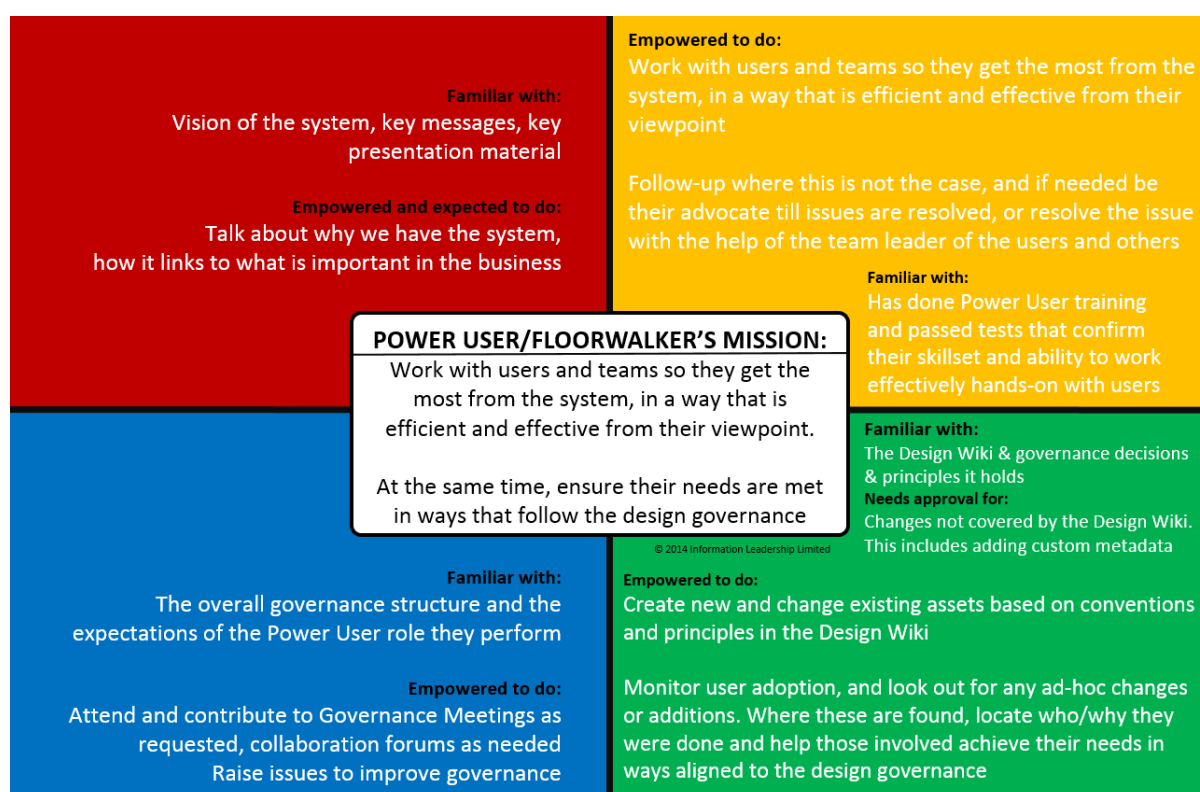


One can see it's made up of four very different activity types...

Focus and legitimacy	Who? Helps people know who to ask and what decisions and actions need approval. Describes the power base, roles and actionable measures that are in place.
Building momentum	Why? Describes the actions people supporting the implementation take in order to provide the context for why we are doing the implementation.
Collaboration and problem solving	How? Describes the key interactions between the implementation team and end users, managers and teams. Helps them figure out how to use the system effectively.
Framework and reference	What? Provides the documentation base, that records what has been agreed, and when escalation is needed to resolve issues, problems or design decisions.

The Power User/Floorwalker role is one of the most crucial in any ECM implementation. This is because it tends to be the closest upfront touch (and at times lifeline) between those implementing an ECM and those trying to use it.

Here is an example of how the four quadrant governance model maps onto the Power User role:



One can see the direct relationship between overall governance and the role.

Many organisations plan for just the yellow activities – training and helping users. In contrast, giving the role a wider palate helps ensure:

Overall mission	They understand the completeness and gravity of the role they are undertaking
Red style	They can explain and link the purpose of the ECM to what is important to the organisation, its people and customers
Blue style	They get a say at the top table, bringing valuable intel from their at-the-desk work and viewpoint
Green style	They don't just make up what they are allowed to do, or turn to P78 of the vanilla Power User training course they attended last month – they know or can find what has been agreed and designed into their implementation
Yellow style	Notice the “passed tests” element to the role here – this provides the confirmation that they have the skills and understand the four quadrants of their roles, before they are let loose on users...