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| **Purpose:**  The Process Owner and Architecture Council (POAC) helps define the overall strategic direction and long-term vision of IT’s Service Management initiative. The POC is accountable for the long-term maturity goals and scope definition of our ITIL processes and the overall performance and results of the process.  The POAC reviews both short (6-12 months) and long term (1-3 years) strategic process goals. The POAC reviews and synchronizes the Strategic Process Roadmaps continuously and make sure they are driving process maturity and compliance.  The POAC members decide on process audits and process assessments to be performed. The POAC will drive the establishment of a service centric delivery organization, that improves the efficiency and effectiveness of our processes and services we deliver to our customers.  The POAC focuses on enabling business success and improving the customer experience with IT.  The POAC members are expected to resolve conflicts over priorities in his or her domain and identify opportunities to improve process integration, execution and optimized service delivery to ensure business success and a continual focus on customer experience.  The Process Owner and Architecture Council (POAC):   * Hosted by the Process Sponsor * Meets regularly * Has a standard and relevant agenda * Records meeting minutes and action points among members * Agrees on POAC Charter |

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| **Desired Outcomes and Measures:**   * Recurring POAC meetings scheduled * POAC members to create a 12 moth rolling Process Roadmap and a 3 year Strategic Process Roadmap for their process * All Process Owners to agree on and present to the IT Governance Board (every 6 months) a consolidated “Strategic process Roadmap” of critical initiatives to be executed for the processes. * Up to date and assigned Process Owners and understanding of who the Process Managers are * Process audits and process assessment scheduled and executed |

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| **Chair/Host:**  Process Sponsor  (Gaetano Alfano) | **Responsibilities:**   * Schedule regular POAC meetings (every X weeks) * Schedule POAC meetings as required outside of the regularly scheduled meetings * Preside over POAC meetings and assign a person taking meeting minutes * Ensure the Consolidated Strategic Process Roadmap (Critical initiatives) is presented to the IT Governance Board (ITGB) * To promote IT Service Management and the POAC output to all senior leadership. * Settle disputes and priorities within the POAC. |

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| **Core POAC Team Members:**   * Process Sponsor (Host) * Process Owners * ServiceNow Solution Architect   **Optional**   * Process Managers or key stake holders by invitation * ITIL Experts / ITSM Advisors by invitation | **% Time:**   * A Process Owner is expected to dedicate ~20% of his/her time to the role of a Process Owner. * A and ServiceNow Solution Architect is expected to dedicate 10-20% of his/her time to be part of the POAC. * Initialy the required time can be significant higer before the processes are mature and a solid Strategic Process Roadmap is developed. |

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| **Scope of Authority**:   * The POAC operates under the guidance and direction of the Process Sponsor. * The POAC (Process Owner) defines scope and goals of IT processes. * The POAC serves as internal consultants on all supported IT process and their long-term vision and strategy. * The POAC is accountable for enforcing the adherence to the approved processes under its control. * The POAC is responsible for creating, managing and updating the following documents:   + POAC Charter (this document)   + POAC member list   + Minutes of meeting stored in a central repository   + Action Points stored in a central repository   + Description and scope of the Process Owner and Architecture Council (PPT) |

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| **Ground Rules:**   * Attend scheduled meetings – POAC members to participate regularly (proxies not recommended). * Meetings will be held monthly for a time period of 60 minutes. (initially every 3 weeks meetings during build up phase) * Meetings start and end on time, use an agenda, and accomplish specific outcomes * Maintain an ongoing record of minutes, action items, and decisions made   **Team decision process**   * Consensus, with Process Sponsor decision (veto) as backup strategy   **Expected behaviors**   * Listen carefully -- understand before responding; Share information and knowledge, Communicate openly and assertively * Be open to divergent views, agree only if it makes sense; help team stay on track; limit digressions * Define expected outcomes and evaluate team progress against them * Revisit charter on an annual basis as a minimum or when required |

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| **Standard POAC Agenda:**   * Discuss idenified key process issues / gaps across multiple processes and ServiceNow to be addressed where overlap and Interfaces between Processes are affected in regards to Performace, Scope and Goals * Technology considerations (e.g. ServiceNow and integrations) to take into consideration developing long term plans * Review of Strategic Process Roadmaps (synchronization when updates have been made) * Prioritization of Process Improvement initiaties (People, Process, Vendors, Governance, Technology) -> Refine the Consolidated Strategic Process Roadmap to be presented to the ITGB * Process Owner / Process Manager role changes/vacancies * Review of open Action Points and progress |

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| **POC start date:** | **Latest POC charter approval date:** | **Next scheduled review date:** |
| October 21st, 2019 | TBD | TBD |