

# Decision Framework

Udi Atias

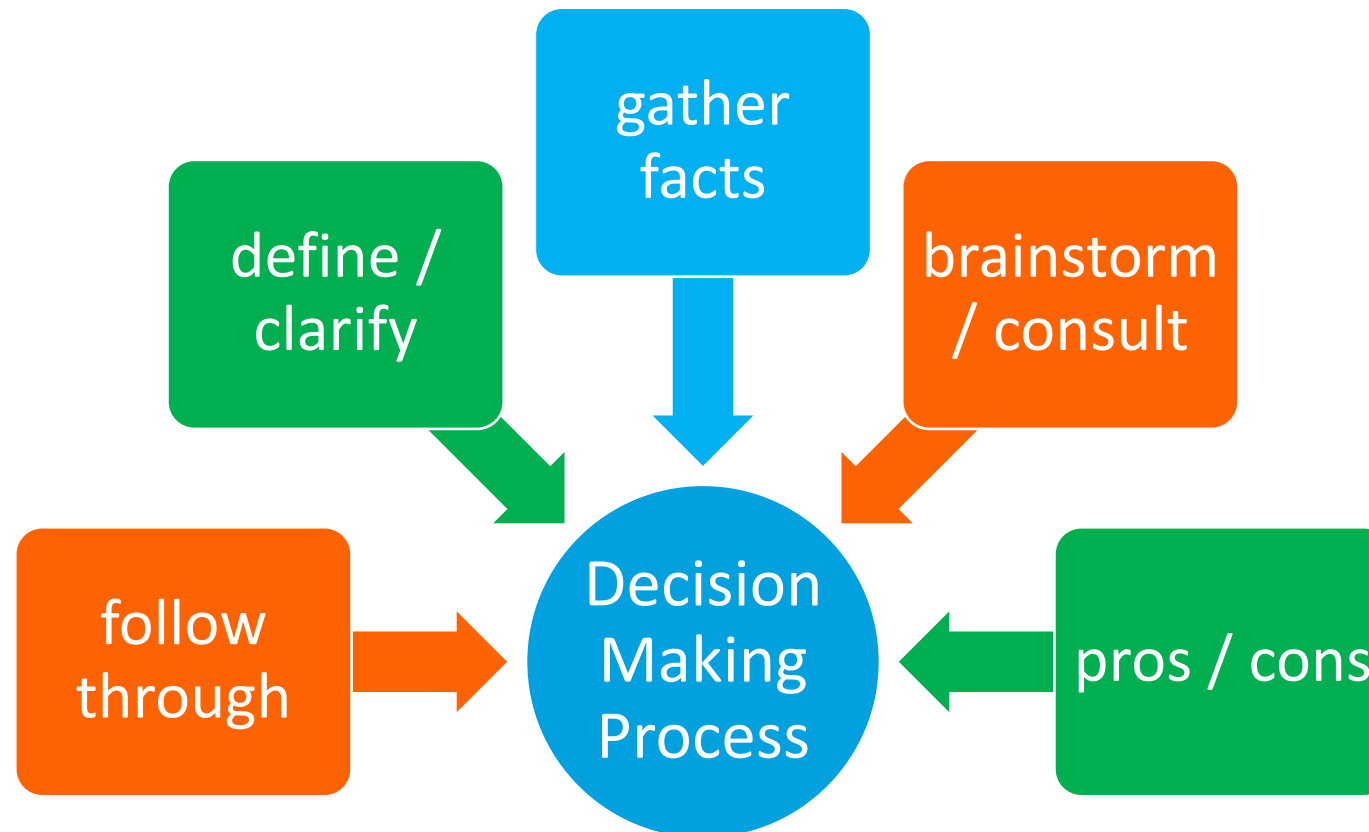
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# Decision Making Process

Decision making is the process of making choices by identifying a decision, gathering information, and assessing alternative resolutions



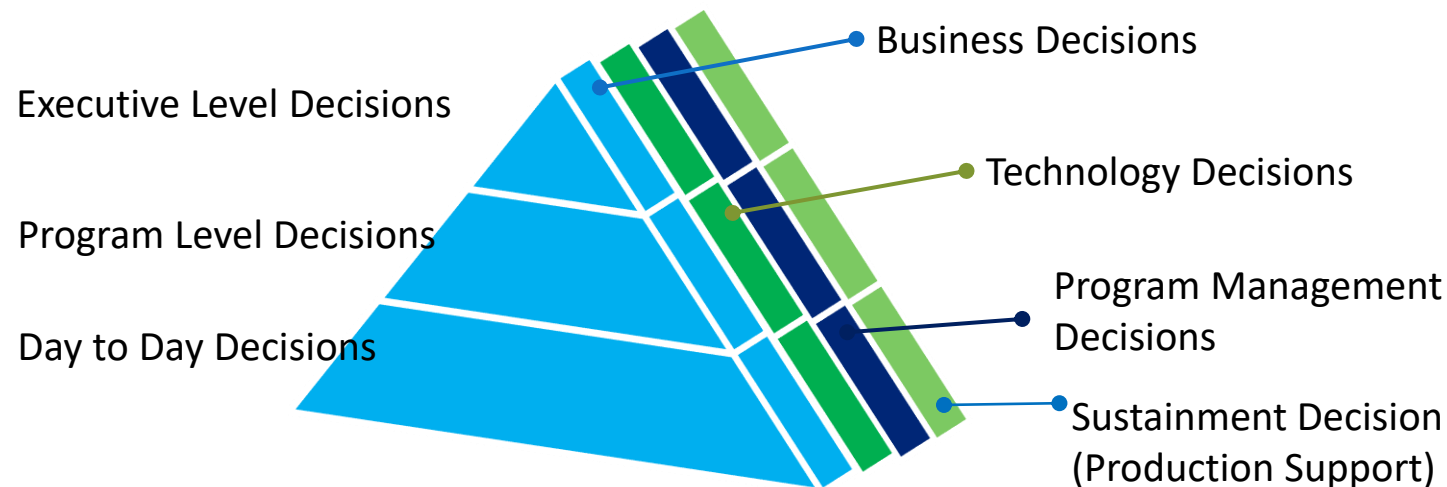
# Decision Making Hierarchy

Balance project needs for fast decisions making and proper control over decisions' implication and the benefit of consensus and engagement:

- Majority of required decisions are expected to be Day-to-Day decision with minimal impact and therefore, should be made by Business Process Owner (BPO) and/or Stream Lead
- Project/Program decisions required will go through review and impact assessment process. All Program decisions will be communicated to the Steering Committee
- Executive decisions required will be submitted to the Executives for approval, Project Sponsor will decide which decision required Steering Committee approval

## Levels

## Categories



# Decision Category Definition

## Executive

- Changes to Policy
- Organizational Change
- Corporate risks (Legal, etc.)
- New or Change to Financial Controls
- Change to Project Governance Structure
- Who: Project Sponsor, Finance VP, Steering Committee

## Program

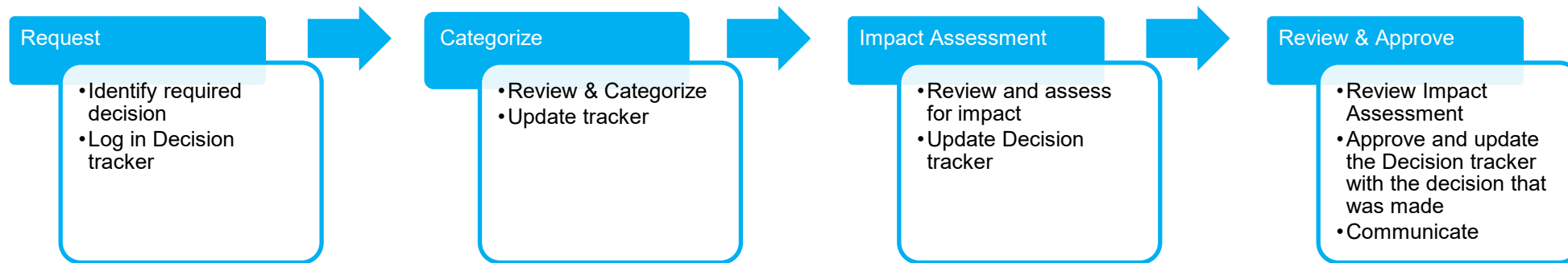
- Cross Functional/Stream impact
- Cross System impact
- Technology Change
- Changes to Program Strategies and Plans
- Scope change
- Who: Project Manager, Project Sponsor

## Day-to-day

- No Scope impact – Not Change Request
- Impact is limited within one Function area/Stream
- Typically would be decision on particular business process/business rules/operating Procedures
- Who: Stream Lead, BPO or Technical Owner

# Project & Executive Decision Process

- Project and Executive decisions requests should be reviewed and assessed for impact on the Business & IT or any other systems
- Leverage Project Stream Leads meetings, Project Sponsor meetings, Steering Committee meetings for quick decision approval process
- Four steps approach:



- Escalation process to facilitate timely decision when consensus can not be reached

