



## IT Governance Roles

Effective IT governance is essential for GBS to leverage technology platforms that transform service delivery. Key IT governance roles include:

**Enterprise Architect** - Sets overarching standards for solutions architecture, applications, data, infrastructure, and integration patterns. Ensures technical coherence.

**IT Strategy Lead** - Partners with business to shape digital transformation strategy and portfolio priorities. Determines systems modernization and sunset plans.

**IT Finance Lead** - Owns budgeting, planning and funding for IT platforms and GBS-specific solutions. Ensures ROI and benefits tracking.

**Program Manager** - Manages large cross-GBS initiatives through full systems development lifecycle. Coordinates resources and delivers complex programs.

**Product Owner** - Defines business and user requirements for service-specific IT solutions. Prioritizes capabilities roadmap and backlog.

**Agile Coach** - Promotes agile practices, facilitates events and drives culture change. Enables product teams' performance.

**DevOps Lead** - Deploys CI/CD pipelines and automation to enable high-quality, frequent software releases. Owns provisioning and configuration.

**InfoSec Lead** - Sets information security policies and controls. Enables risk management and ensures regulatory compliance.

**Service Delivery Lead** - Manages day-to-day IT infrastructure operations, end user support and overall systems availability.

**Data/AI Lead** - Establishes data management platforms, analytics tools, and AI/ML capabilities as enterprise assets.

**Vendor Manager** - Oversees third-party systems integrators, managed services providers and SAAS solutions. Manages partnerships.

**Portfolio Manager** - Maintains IT project pipeline across execution stages. Assesses progress, risks, dependencies and strategic alignment.

In summary, well defined IT governance roles supporting strategy, architecture, delivery, operations, security, vendors and portfolio management allow GBS to harness IT effectively. Distinct but collaborative mandates enable business-technology fusion.