



PILLAR ONE

Governance

Strong governance ensures technology decisions are made responsibly, documented clearly, and overseen by the right people.



SCENARIO

Imagine your organisation decides to introduce an AI system to help staff make decisions. Six months later, the system makes a serious mistake that affects hundreds of people. Everyone agrees the mistake should never have happened, but nobody knows who approved the system, who assessed the risks, or who should take responsibility.

Without governance, technology becomes everyone's responsibility and nobody's responsibility.



WHAT IS GOVERNANCE?

Governance is the system that ensures technology decisions are made responsibly, documented properly, and overseen by the right people. It defines who makes decisions, who approves risks, and who remains accountable for outcomes.



QUESTIONS EVERY ORGANISATION SHOULD ASK



Who is responsible for approving this technology?



Does our Board understand what this technology does?



Have we identified the risks?



Who will review it after deployment?

HOW TO BUILD GOVERNANCE IN YOUR ORGANISATION

1



Assign executive responsibility

Technology should always have a named senior leader who is accountable for major decisions.

2



Create a Technology Governance Group

Bring together representatives from leadership, technology, operations, legal, and safeguarding where appropriate.

3



Develop a Technology Strategy

Define why technology is being adopted, what problems it will solve, and how success will be measured.

4



Create clear approval processes

Every major technology decision should follow an agreed review and approval process.

5



Review regularly

Governance should not happen once. Review technology decisions, risks, and performance regularly.



GOOD PRACTICE CHECKLIST

- ✓ Technology decisions are documented.
- ✓ Roles and responsibilities are clearly defined.
- ✓ Leadership receives regular updates.
- ✓ Risks are reviewed before implementation.
- ✓ Policies are reviewed every year.



WARNING SIGNS

Your organisation may have governance problems if:

- ⚠ Nobody knows who approved a system
- ⚠ Technology is introduced without consultation
- ⚠ Decisions are undocumented
- ⚠ Risks are ignored
- ⚠ Responsibility is shifted when problems occur

