

Strategic Managed Governance Checklist



Use this checklist before your next QBR, steering committee, or panel review.

1. LEADERSHIP AND OWNERSHIP

- Is there a named business owner for each top IT priority?
- Is there a named technical owner for each priority?
- Are decision dates documented for each item?
- Is there one escalation path for internal IT and external MSP delivery?

3. OPERATIONAL SIGNAL QUALITY

- Are open incidents and recurring problem trends reviewed in governance meetings?
- Are service levels and exceptions discussed against agreed targets?
- Are security exceptions and backup risks visible in the same review pack?
- Are top operational risks tracked with owner, mitigation, and due date?

5. EVIDENCE AND REVIEW HYGIENE

- Are pre-reads shared before QBR meetings?
- Are action items recorded with owner and due date?
- Is progress status explicitly reported in the next cycle?
- Are meeting outputs suitable for board or procurement review?

QUICK SCORE

Score each section from 1 to 5.

- 24-30: Governance cadence is strong and defensible.
- 16-23: Functional but exposed to drift and rework.
- 0-15: High risk of slide-only strategy and operational surprises.

Need help mapping this checklist to your current operating model?

2. BUDGET AND ROADMAP ALIGNMENT

- Do roadmap items map to funded budget lines?
- Are unfunded initiatives clearly marked as deferred?
- Are cloud, security, support, and procurement decisions linked in one plan?
- Does each major project include run-state ownership after go-live?

4. CO-MANAGED MODEL CLARITY

- Is RACI documented for in-house IT vs Trucell responsibilities?
- Are queue ownership and hand-off rules defined in writing?
- Is there one source of truth for ticket context and action history?
- Are escalation boundaries clear to users and leadership?

6. NEXT-90-DAY PLANNING

- Do the next 90 days show concrete priorities, owners, and outcomes?
- Are dependencies (vendor, budget, change window) documented?
- Is there a rollback or contingency path for high-impact changes?
- Are success measures defined per priority (service, risk, cost, delivery)?

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