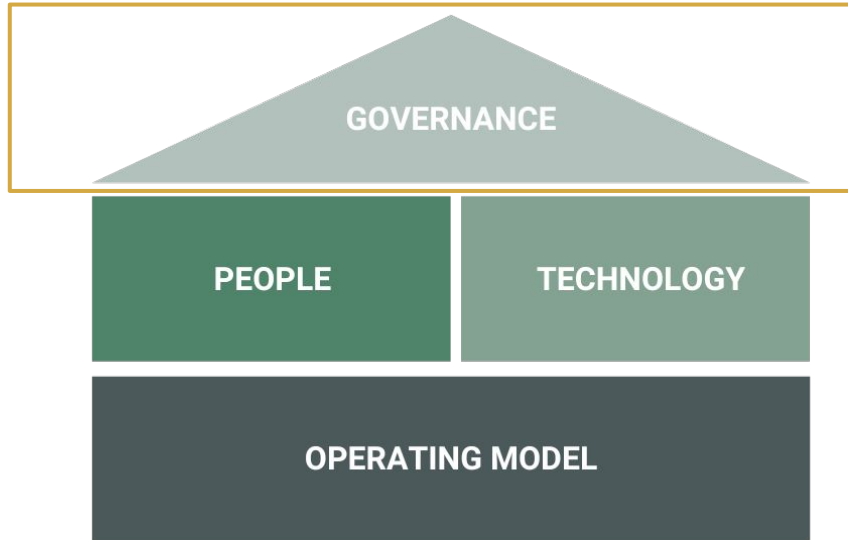


Governance Examples

Examples for establishing automation program
governance

Governance Defined

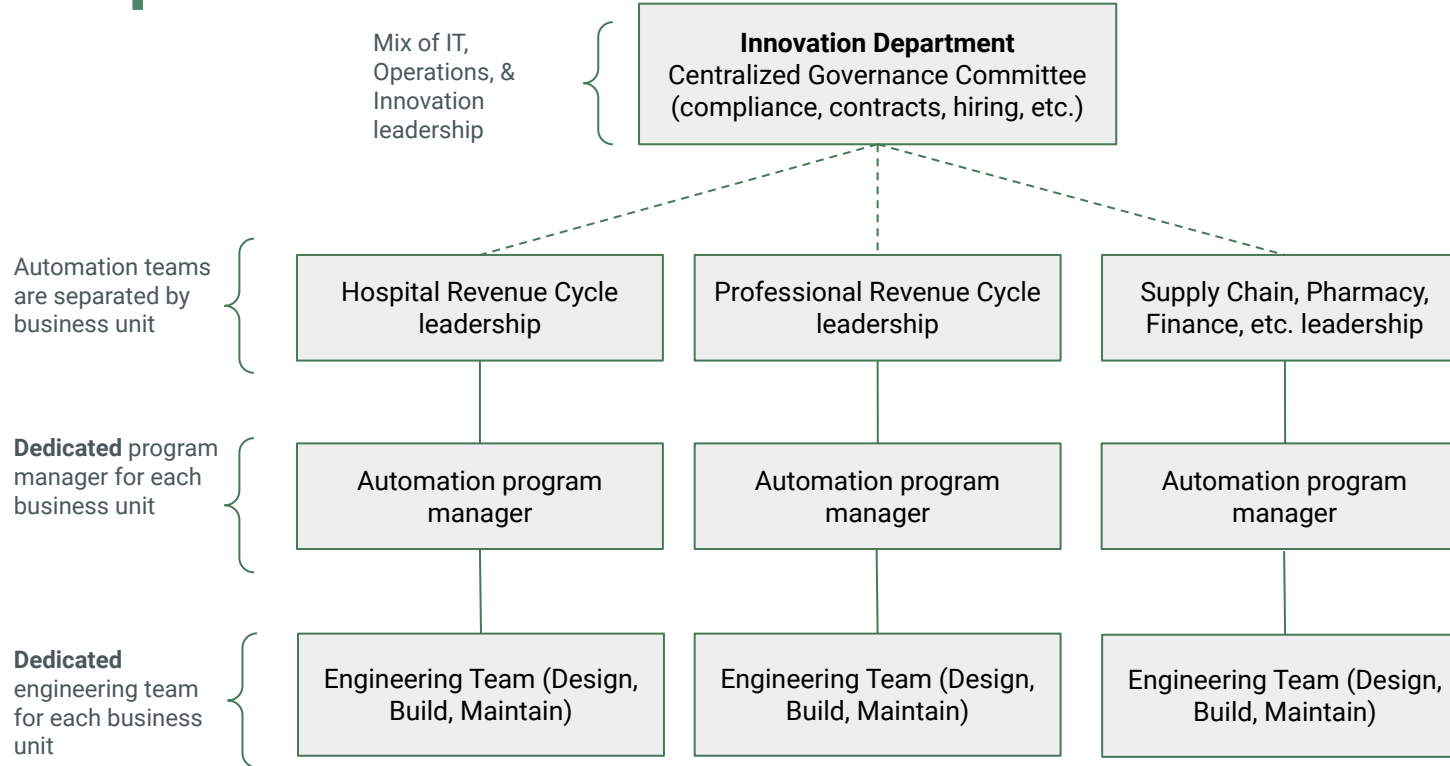


Governance: Automation program governance refers to the framework and structures required for the planning, execution, and management of automation initiatives within an organization.

Governance Goals

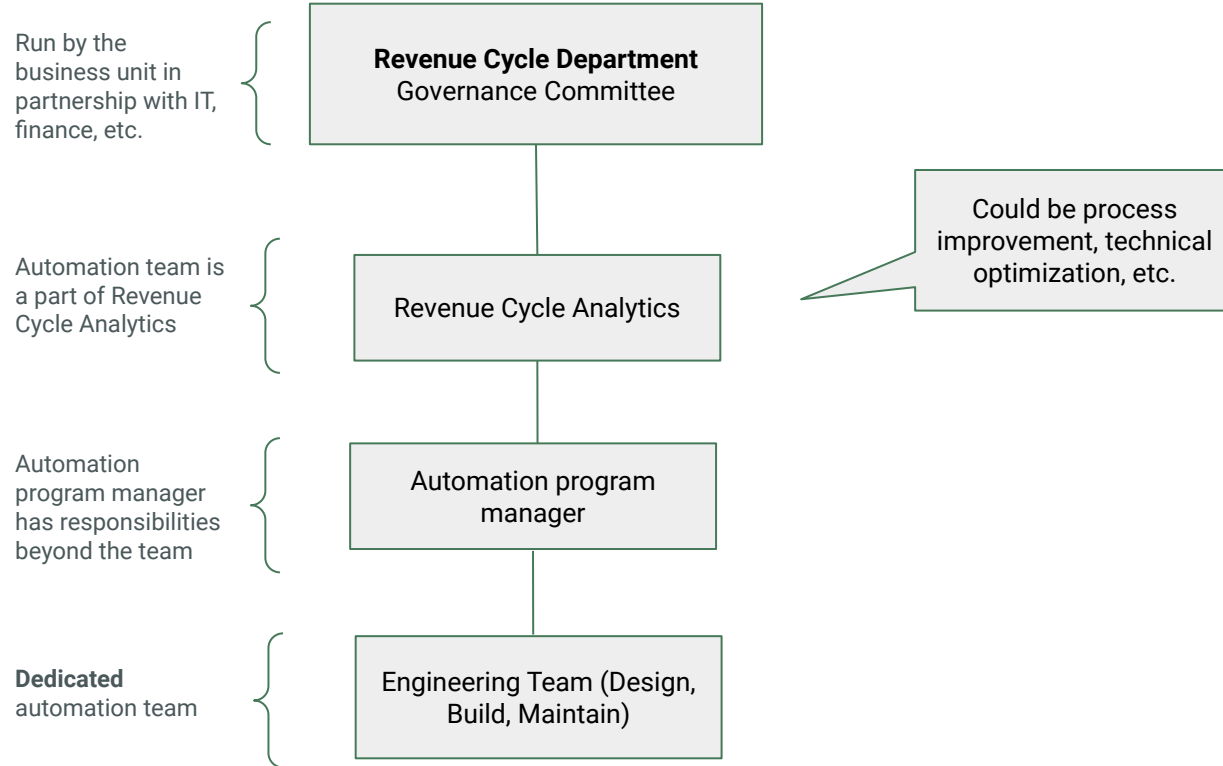
Goals	Description
Strategic alignment	• Automation Program goal setting • Cross functional collaboration ◦ Validate automation impacts across teams (i.e., Operations, IT, compliance, and security)
Decision making and accountability	• Platform / vendor selection • Hiring / staffing • Automation milestone approvals • KPI and automation performance review • Program related escalations
Process standardization	• Incorporating the Automation Lifecycle into operations • Stakeholder education and engagement
Risk management	• Roadmap review with focus on overdue timelines, budgetary constraints, or upcoming go-lives • Application upgrade schedules
Collaboration and communication	• Automation program updates • Downtime planning with operations

Example 1



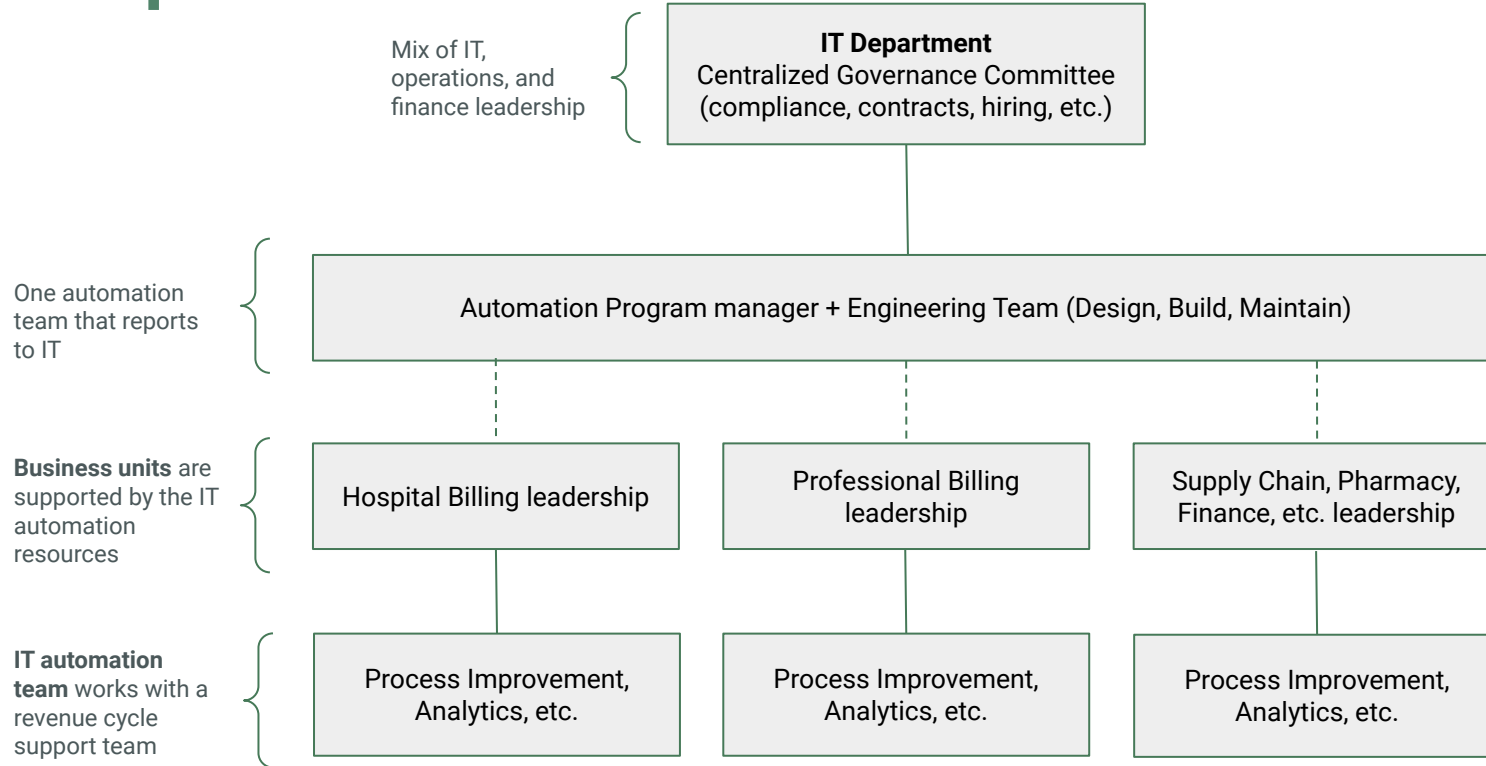
In this model there is a corporate centralized innovation department that supports *multiple* business units that each have their own dedicated automation teams. This would be better suited for an organization that plans on applying automation across many business units.

Example 2



In this model there is one business unit applying automation. There is a dedicated engineering team but program leadership shares responsibility across multiple functions. The governance committee is run by the business unit in partnership with supporting departments.

Example 3



In this model there is a corporate centralized IT department that has one automation team supporting *multiple* business units. The IT automation team works with a supporting team within the revenue cycle. Tarpon does not recommend this model because the automation team is not aligned with the goals of the business units and there can be a domain expertise knowledge deficit.

Summary

Most Tarpon Member Organizations follow example 1 or 2 governance models. The key difference is that the Automation Program reports directly to the business unit rather than IT.

Benefits of directly reporting to the business unit:

Goal alignment: The automation team goals are directly aligned with operations (e.g., reduce cost-to-collect, labor efficiency, etc.). A shared goal encourages collaboration and participation from stakeholders.

Domain expertise: If the automation team is not aligned with a single business unit it becomes difficult to build domain expertise. Educating the development team requires time from the business units which may lead to longer projects.

User friendly platforms: Automation platforms have expanded capabilities that have reduced the barrier to entry for business units. Developers no longer need a formal software engineering or IT backgrounds. Ownership can stay with the business units with support from IT.

Employee retention and satisfaction: Building an automation team within the business unit opens up opportunities for career growth and learning new skills (e.g., citizen developer or solution architect)

Presentation ground rules

Follow the directions on how to write and structure your presentation.

1. Always open a new presentation using the template and use the layouts provided, do not copy an old presentation as it likely has formatting, etc. outside of our guidelines
 - a. If you want a new format, icon, etc. ping me and I will build it into the template
2. As a rule of thumb, every slide should have a title and subtitle
 - a. Title - says what the slide is about
 - i. If an executive reads just the title of the slides, they should understand the purpose of the presentation
 - b. Subtitle - summarizes the slide's content, typically in one sentence
 - i. If a VP reads just the titles and subtitles they should understand what the presentation is about
 - ii. Skip the subtitle if you don't need it
 - c. Body - details that support the subtitle
 - i. If a Director / Manager reads the body, they should understand all the details that support the title and subtitle
 - ii. Don't overcrowd a slide or thought

Tarpon Health colors



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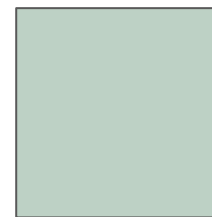
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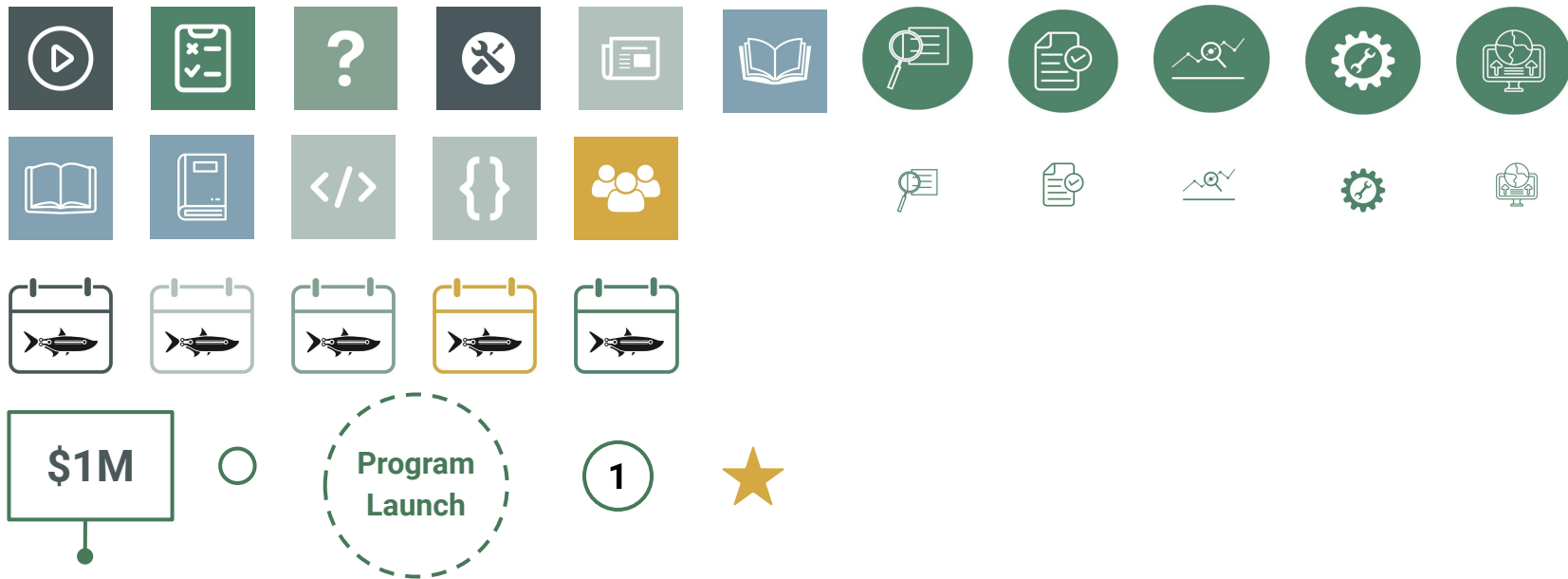


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Icons

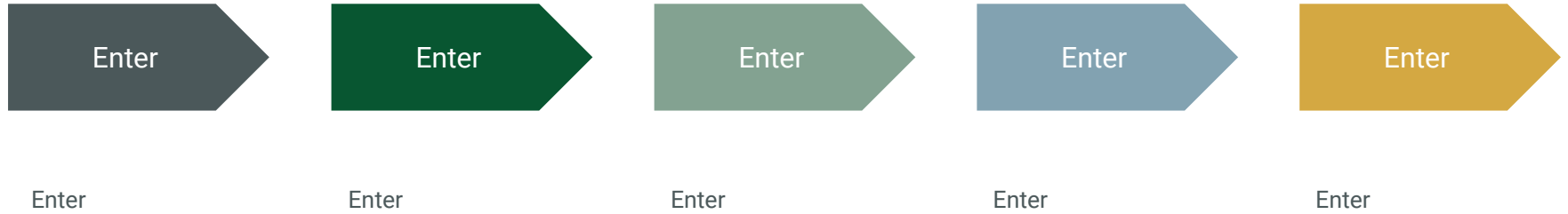


Tables you can use

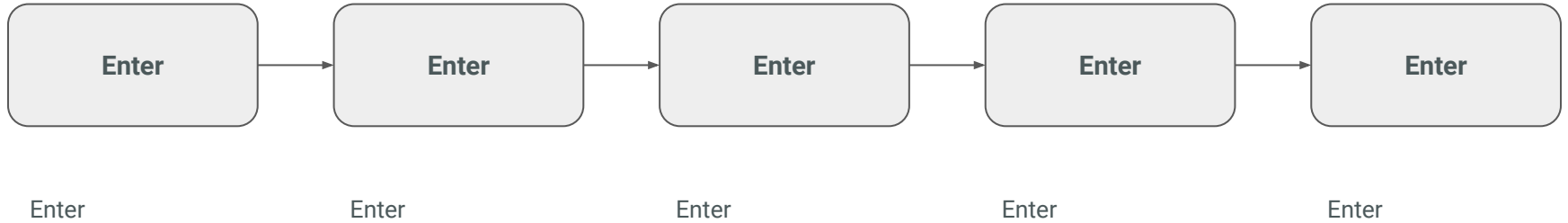
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Phases you can use



Process steps you can use



Logos

