

Administration vs Management vs Governance

The difference between IT Systems Administration, IT Service Management, and IT Governance is one that is often overlooked. However, these three concepts are different and will interact with organisation at different levels and perform different functions. Below is a set of definitions, which are, while no means universal, a good way of thinking of the 3 layers of IT.

IT Systems Administration

- Is concerned with the technical aspects of the IT system
- Is concerned with day to day activities to ensure that systems are kept operational
- Is concerned with incident response more than long term incident prevention
- Is involved with implementing projects and may contribute to project planning

IT Service Management

- Is concerned with the quality of the IT provision and the relationship to the business
- Includes IT resources, people and processes
- Concerned with back office provision (e.g. resource planning, budgets, etc)
- Is concerned with strategic development of IT systems
- Is concerned with preventing incidents

IT Systems Governance

- Is concerned with aligning IT operations to business need
- Is concerned with providing control and oversight to IT systems
- Is concerned with assurance and compliance with internal and external policies and regulations
- Is concerned with providing IT vision

