

Appendix A: Description of the Modeling Process Roles

This section delineates the responsibilities and involvement of each role within our proposed meta-level i* diagram, which underpins the governance modeling process.

Each role contributes to a comprehensive and cohesive digital governance modeling process, ensuring the organization's IT governance is robust, agile, and well-aligned with strategic objectives.

Strategic Modeler:

Central to the process, the Strategic Modeler orchestrates the construction of governance models. They leverage the MoDrIGo approach for service-driven modeling, ensuring that Business IT services are accurately captured within the i* SRDs. Their expertise is vital in managing the scalability of models and in incorporating complex governance structures.

Digital Domain Expert:

This role specializes in specific digital domains such as cloud, data, digital transformation or sustainability. The Digital Domain Expert articulates the strategic objectives within their field and provides the essential domain-specific knowledge that guides the strategic direction and governance guidance.

Compliance Officer:

This role is in charge of ensuring that governance models comply with legal and regulatory frameworks. The Compliance Officer identifies relevant governance structures and practices, scrutinizing models to ensure they meet compliance standards and best practices within digital governance domains.

Process Domain Expert:

The Process Domain Expert brings detailed knowledge of the IT service underpinning the business processes. They are instrumental in building a faithful representation of the IT service within the i* framework, ensuring that the model reflects operational reality and supports process optimization.

Digital Governance Board:

This group of stakeholders oversees the digital governance framework. They require that digital and IT governance is properly enacted and reflected in the models. Indeed, the board is eventually in charge of the IT governance decisions (like IT Service adoption) requiring, for this purpose, the inclusion of the specific digital-domain insights.