Balanced Scorecard for SOA Governance

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For more details, see http://human-interaction-management.info

Financial

- Service lifecycle funding
  - Creation
  - Maintenance
  - Retirement
- Shared service cost allocation
  - Fixed price
  - According to usage
  - According to benefit
- Correlation with incentive schemes
  - For teams
  - For organizations
  - For individuals

Customer

- Regulatory conformance
  - Statutory
  - Industry
  - Organizational
- Implementation and monitoring of Service Level Agreements
  - For individual services
  - For composite services
  - For composite applications
- Service consistency
  - Interoperability
  - Interface standards
  - Redundancy

Internal Business Processes

- Data Management
  - Consolidation, harmonization, and centralization of reference data (Master Data Management)
  - Lifecycle management of transactional data (Create, Read, Update, Delete)
  - Reconciliation and usage of transactional data in management and financial Reporting
- Development
  - Architectural principles
  - Development practices
  - Technologies and tools
- Engineering
  - Safety analysis, testing and review
  - Administration and security instrumentation
  - Fault and policy exception management

Learning & Growth

- Knowledge capture
  - SOA in general
  - Domain specific
  - Organization specific
- Knowledge dissemination
  - Internal
  - To partners
  - To market
- Skill maturity
  - Technical
  - Managerial
  - Tools