

# Director's Oversight Framework

INTENT	PLANS	ACTION	IMPACT	ROI	STANDARDS	REPUTATION
1. Definition of Issue or opportunity?	5. Strategy/ Plan? Alternative options that were considered?	9. Do we need/what should be board oversight on this?	13. What was or will be the measurable Impact on customers, members, clients, staff and on the organization?	17. What were the costs and utilization of resources around this? Reasonable? Did we maximize resources in the system?	21. Compliance with all external regulations, contracts, agreements etc.?	25. Communication and transparency?
2. What organizational values for us are involved?  What wider system values are involved?	Do we have sufficient capacity, expertise and support?  (Was partnering with others considered?)	10. What priority for leadership does or will this have?	14. What is or has been the organizational development potential - will we be smarter and more capable for new extensions etc.	18. What measurements and tracking ... are we/were we able to measure success?	22. Bench-marked targets and results relative to other organizations?	26. Is our message being well received? How do we know?
3. Relevant external trends we should be mindful of?	7. What are other organizations doing vis a vis this issue/opportunity?	11. Are our values, mission, and plans sufficiently understood and supported by key management?	15. What is or will be the impact on our financial health?	19. Actual performance and results? To what extent did we meet our goals for this?	23. Quality Assurance? To standards –our own and/or externally expected?	27. How do stakeholders judge us/see this?
4. Stakeholders' needs, perception and involvement? What do we owe others in terms of our process and intentions?	8. Are Plans of appropriate Scope and Level of Effort? Are they practical and feasible?	12. Is sufficient risk mitigation in place?	16. Is there a broader sector/industry/ community/ public benefit?	20. Any downsides?	24. Did we gain knowledge that will help us make improvements next time?	28. What follow up or engagement do we need to initiate with external others?

Shaded boxes are integration-enabling

Based in part on *What Assures? Research Report*, June 04, 2006, Simon Zadek with Peter Raynard and Maya Forstater, PricewaterhouseCoopers – used with permission