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Information **Technology** ~~technology~~ — Governance of IT -

— Governance **Implications** ~~implications~~ of the **Use** ~~use~~ of a **Shared Digital Service Platform** ~~shared digital service platform~~ among **Ecosystem Organizations** ~~Ecosystem Organizations~~

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*A model manuscript of a draft International Standard (known as "The Rice Model") is available at <https://www.iso.org/iso/model-document-rice-model.pdf>*



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## Foreword

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), ~~see www.iso.org/iso/foreword.html~~ see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html). In the IEC, see [www.iec.ch/understanding-standards](http://www.iec.ch/understanding-standards).

This document was prepared by Joint Technical Committee ISO/IEC JTC-1, *Information technology*, Subcommittee SC-40, *IT service Management* ~~management~~ and *IT Governance* ~~governance~~.

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## Introduction

Organizations are increasingly using plug and play architecture on shared digital service platforms to develop new digital services that can be adapted to meet future needs. This architecture allows organizations to add new applications and features to the platform without disrupting the overall system. Using a shared digital service platform also enables organizations to enhance the value they offer to customers by bundling existing capabilities with new digital capabilities and forming flexible value networks with business partners and suppliers.

The plug and play architecture of a shared digital service platform can easily add the applications of their suppliers or other ecosystem organizations. For example, a product manufacturer could monitor product performance data for preventive maintenance by adding applications offfrom their part suppliers and other ecosystem organizations.

The plug and play architecture of the a shared digital service platform also enables independently developed –applications to be combined and integrated tointo the platform through a standardized interface, thereby reducing overall adjustment costs incurred in the platform ecosystem. The plug and play architecture of the platform enables ecosystem organizations to focus on their work relatively autonomously, which ultimately helps to lower both application innovation costs and system integration costs borne by the ecosystem organizations.

The plug and play architecture of the platform lay a shared digital service platforms lays the foundation for platform participants to innovate the platform through application development instead of the platform owner being fully responsible for application development and thus platform innovation. PlugThe plug and-play architecture of the platform and its underlying scalable technologies on the cloud, with the option of adding additional elements— [technology for Internet of Things (IoT), data storage, application development, analytics and security—enable]. makes it possible for organizations to dramatically enhance value offered to customercustomers by easily expanding the organizations' existing capabilities with new digital capabilities in cooperation with the ecosystem organizations.

The use of a shared digital service platform creates governance and control issues that the governing body and management have to ensure are addressed. These include ensuring that there is a clear basis for governance and a governance framework that provides policies and accountabilities that meet the organization's requirements.

This document aims to provide guidance to the governing body of organizations that are accountable for their organization's adoption of a digital service platform among an ecosystem organization. Thus, this document focuses on governance and not on the technologies themselves. The technological and managerial aspects of 'a "digital service platform" platform' are only covered to the extent that is necessary to understand the governance implications of their use.

This document is applicable to all organizations, including public and private companies, government entities, and not-for-profit organizations. This document is applicable to organizations of all sizes from the smallest to the largest, regardless of the extent of their dependence on data or information technologies.





Information **Technology** technology — Governance of IT —

## **— Governance Implications of the Use of Shared Digital Service Platform among Ecosystem Organizations**

### 1 Scope

This document provides guidance for members of governing bodies of organizations (which can comprise owners, directors, partners, executive managers, or similar) on the effective, efficient and acceptable use of a shared digital service platform among ecosystem organizations by:

- — establishing a vocabulary for the governance of a shared digital service platform among ecosystem organizations;
- — providing a framework for understanding the implications of the use of a shared digital service platform among ecosystem organizations;
- — guiding governing bodies to evaluate, direct and monitor the introduction and use of a digital service platform, applying the governance principles of ISO/IEC 38500;
- — assuring stakeholders that, if the guidance proposed by this document is followed, they can have confidence in the organization's use of shared digital service platform among ecosystem organizations.

This document also provides guidance to those advising, informing, or assisting governing bodies, including:-

- — executive managers;-
- — members of groups monitoring the resources within the organization;
- — external businesses or technical specialists, such as legal or accounting specialists, retail or industrial associations, or professional bodies;-
- — public authorities and policy makers;-
- — internal and external service providers (including consultants);-
- — auditors.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC-38500, *Information technology — Governance of IT for the organization*

ISO/IEC 38505-1 Information technology — Governance of IT — Governance of data — Part 1: Application of ISO/IEC 38500 to the governance of data

ISO/IEC 37000, Governance of organizations — Guidance

## 3 Terms and definitions

For the purposes of this document, the terms and definitions ~~relating to governance~~ given in ISO/IEC 38500, ISO/IEC 38505-1, ISO 37000 and the following apply.

ISO and IEC maintain ~~terminological~~terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at ~~http://www.iso.org/obp~~https://www.iso.org/obp

— IEC Electropedia: available at ~~http://www.electropedia.org~~https://www.electropedia.org/

### ~~3.1~~ 3.1

#### **alliance**

~~a general term that can refer to any type of a~~ collaborative relationship formed between two or more organizations to pursue common interests or objectives.

Note 1 to entry: Alliance can be formally contracted agreements or be entirely informal. ~~13-18c115626a0c/iso-iec-dts-38508~~

### ~~3.2~~ 3.2

#### **consortium**

~~a~~ cooperative arrangement where several organizations or entities join together to achieve a common goal. ~~It~~

Note 1 to entry: A consortium typically involves multiple independent entities, such as companies, pooling their resources, expertise, and interests to work on a specific project or pursue shared objectives.

Note ~~12~~ to entry: Consortium members typically retain their individual identities and operate independently outside of the consortium.

Note ~~23~~ to entry: Consortium members contribute resources, contribute to decision-making, and share the risks and benefits associated with the project or initiative.

Note ~~34~~ to entry: Consortia are often governed by a set of agreements or contracts that outline the terms of collaboration, resource allocation, intellectual property rights, and other relevant aspects.

### ~~3.3~~ 3.3

#### **core ~~partners~~ partner**

~~the organizations~~organization that ~~have~~has a significant role in shaping ~~the~~a shared digital service platform's direction and core functionality

**~~3.4~~ 3.4**

**ecosystem ~~organizations~~organization**

~~a~~ community of business partners, suppliers and customers that share a digital service platform for mutual benefits

**~~3.5~~ 3.5**

**plug and play architecture**

~~the~~ architecture of a digital service platform which ensures that the dependencies between the platform core and applications are kept to a minimum and that changes in a platform core or an application ~~should~~do not require corresponding adjustments to ensure continued interoperability.

Note 1 to entry: Through the plug and play architecture, resilience, and capacity to accommodate changes in the future that were not originally planned, ~~;~~ can be ensured

**~~3.6~~ 3.6**

**shared digital service platform**

~~a~~ platform that enables partners, suppliers and customers to share resources, processes and capabilities to deliver unique digital services for the ecosystem organizations.

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