



SRM is a shared platform used across multiple agencies and jurisdictions. This document provides guidance for building SRM governance.

Why Have Governance?

Shared platforms like SRM depend on agreed rules. Without governance, decisions made by different agencies conflict, spending happens without coordination or oversight, and standards vary because no one owns them. Processes go undocumented, so new members struggle and problems have no clear resolution or escalation path. Over time, trust erodes—work falls through the cracks, some agencies get resources while others don't, and long-term goals lose out to day-to-day firefighting.

Good governance doesn't require heavy bureaucracy. It means clear structures, transparent decision-making, and accountability—the same things that let SRM function as a shared resource instead of a source of friction.

Sponsorship

Effective governance may run through a Workgroup. The Master Entity's role as sponsor is to empower the Workgroup to handle SRM's day-to-day governance—resource configuration, training, use case review, issue resolution—through its own structured, consensus-based process. That may mean securing funding for what the Workgroup identifies as needed, clearing organizational barriers individual agencies can't remove on their own, and acting on recommendations in a timely way so the process carries real weight.

The Master Entity remains the final decision-maker, stepping in when the Workgroup can't reach consensus or when a decision falls outside its authority. But that authority works best in reserve—a sponsor that empowers the Workgroup to run its own process day to day, rather than one that centralizes every decision, is what keeps SRM governance functional.

Workgroup Membership

Broad, representative membership is what makes a Workgroup's recommendations credible. In sponsoring a Workgroup, the Master Entity should ensure that all Affiliate entities have a voice—either directly or through representation—and that end users, supervisors, technical specialists, and leadership are all part of the conversation. A Workgroup that speaks for only part of its user base produces recommendations that only part of the user base will trust and follow.

Governance Structure

SRM governance may operate on two levels:

- Master Entity—final decision-making authority
- Workgroup—a cross-agency body that develops recommendations, guidance, and proposals for the Master Entity's consideration. It does not have independent authority to commit the Master Entity to costs, policy, or configuration changes. A Workgroup Charter defines membership, responsibilities, and decision-making process.

Related Documents & Review

This guidance complements the Workgroup Charter, policies, and procedures, which provide implementation details not covered here. The Master Entity, in consultation with the Workgroup, should review this guidance annually or whenever SRM's scope changes significantly.