	Second Governance	First Governance		
	Process Governor	**Process Leaders**	**Process Owner**	**Process Steward**
Authority	☐ Define process documentation and management standard ☐ Manage Governance and BPM overall maturity	☐ Set direction	☐ Define business processes ☐ Enforce business process adoption	☐ Provide feedback and suggestions for process improvement
Responsibilities	☐ Ensure process documentation consistency and alignment ☐ Resolve disputes amongst process owners and leaders ☐ Provide guidance and best practices ☐ Develop knowledge and skills of the organization to support BPM adoption	☐ Define vision for process improvement ☐ Provide direction for the process in line with organization strategic objectives ☐ Establish process performance objectives	☐ Engage process stewards ☐ Serve as points-of-contact for all process-related questions ☐ Ensure understanding of systems use to support process ☐ Work with other process owners to ensure proper process alignment ☐ Oversee implementation of new technology impacting their process ☐ Monitor and report process performance ☐ Propose corrective course of actions if performance not as expected	☐ Perform process activities as described ☐ Ensure compliance with policies ☐ Share information on process performance with Process Owner ☐ Make suggestion for ongoing process improvements