

## CASE STUDY

# Building a software governance function from the ground up

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Software Governance

SaaS Management

Gen AI / LLM Compliance

Cross-Functional

## SITUATION

A global social media platform had no formal software governance function. Over the course of the company's history, SaaS tools and production software had been procured across business units without centralized tracking, contract management, or lifecycle oversight. The result: a sprawling, poorly documented portfolio of over 200 tools — many with lapsed, redundant, or unreviewed contracts, and some that were no longer in active use but continued to generate subscription costs.

The emergence of large language models and generative AI tools added a new layer of urgency. Employees across the organization were adopting LLM and Gen AI-powered SaaS products at speed, and the company had no framework for reviewing these tools for end-user data protection, legal compliance, or contractual risk. Cross-functional alignment across Security, IT, Finance, Legal, and 20+ business units was essential — and entirely absent.

## APPROACH

Jacqueline was brought on as Business Analyst II to build the software governance function from scratch. Working as part of a four-person team over the course of a year, she led a comprehensive audit and remediation effort across the company's entire software portfolio.

The work unfolded in three phases:

### Phase 1

Full inventory audit — compiled a complete listing of all SaaS and production tools in use from the company's founding through the present, identifying active, inactive, and redundant subscriptions across all business units.

### Phase 2

Contract review & Gen AI compliance — flagged all tools incorporating LLMs or generative AI for legal review and renegotiation. Coordinated directly with Legal, Security, IT, and Finance to establish review criteria and protect end-user data rights across standing and renewal contracts.

### Phase 3

Ongoing governance infrastructure — designed and launched a self-service online library of approved tools available for employee purchase, established contract maintenance workflows, and stood up a white-glove consultation service for employees navigating software procurement.

*“The goal was not just to clean up the past — it was to build a system that would prevent the same gaps from accumulating again. Employees needed a trusted, easy path to software procurement, and the company needed confidence that every tool in use had been properly vetted.”*

## RESULTS

**200+**

SaaS tools audited, catalogued & reviewed

**20+**

business units aligned to governance framework

**1**

year build: zero function to full ops

Within one year, the software governance function went from nonexistent to fully operational. The complete SaaS inventory gave leadership and Finance accurate visibility into the company’s software spend for the first time. All contracts incorporating LLMs or generative AI were reviewed and renegotiated as needed, establishing a compliance baseline ahead of what has become an industry-wide regulatory focus.

The white-glove employee consultation service and self-service software library became permanent fixtures of the company’s IT and procurement operations, providing a scalable, repeatable model for software governance that the organization continues to rely on.

## KEY TAKEAWAYS

- A phased approach — audit, then remediate, then operationalize — is the most effective way to build governance infrastructure from scratch
- Gen AI and LLM compliance requires proactive legal coordination; waiting for regulatory pressure to force the conversation is a liability
- Self-service tooling and white-glove support are not mutually exclusive — the combination drives both efficiency and employee satisfaction
- Cross-functional trust (Security, IT, Legal, Finance) is the prerequisite for governance work; without it, the audit data is unusable

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