

Information Technology Services Extended Governance Structure

(Council, Committees, Work Team & other ad hoc Groups as of April 2018)

I.T. Policy & Planning Council

Charge: 1) Serves as the senior advisory group to the CIO on Information Technology (IT) issues; 2) Reviews and endorses IT planning, and 3) Provides recommendations to the President for policy-related IT matters.

Composition: Executive Officers, Associate (senior) Vice Presidents, representatives from the Faculty and Staff Senates, the President of the Student Body, academic Deans, and Chairs of the IT Advisory Committees. The President appoints the Chair (a senior faculty member) for a two-year term. The CIO serves as Executive Secretary.

Member role: To make IT related decisions with a university perspective; to provide leadership in implementing IT policy and procedures; to disseminate IT related information. Meetings are held two times within the academic year, or as needed.

Advisory Path: Advisory to the President and the CIO

Information Security Advisory Committee (ISAC)

Charge: The Information Security Advisory Committee is a senior level advisory committee to the CIO responsible for reviewing, developing and prioritizing information security policies and procedures regarding access to University data, including research sensitive information, consistent with relevant federal and state legislation, university business and academic information security policies and procedures; shall help facilitate internal and external communications regarding the use and access of University data.

Composition: Membership appointed by the Provost, Vice-Presidents, Academic Deans and CIO. Membership includes: Associate (senior) Vice Presidents/Provosts, representatives appointed by Academic Deans, the Faculty and Staff Senates and other senior directors. Three-year appointment, three-year staggered terms. The CIO appoints the Chair for a two-year term.

Member role: To make IT related recommendations with a university perspective; to provide leadership in implementing IT security policy and procedures; to disseminate IT related information. Meetings are held at least two to three times (or as needed) within the academic year.

Advisory Path: Policy to the ITP&P; advisory to the CIO

Teaching and Learning Advisory Committee

- Charge:** The Teaching and Learning Technologies Advisory Committee shall advise the CIO and the Provost on technologies and issues related to teaching and learning; will advise the Center for Teaching and Learning in teaching and learning initiatives; shall develop and review academic technology standards, guidelines, and policies; shall advise on priorities for academic technology initiatives; provide a forum for investigation and advises on new teaching and learning technologies, and facilitate communications regarding academic teaching and learning initiatives.
- Composition:** Students, representatives of each college, the Library, the Faculty Senate, and the Provost's office. The chair is appointed by the Provost for a two year term. The Director of the Center for Teaching and Learning works with the Chair to establish the agenda and to facilitate coordination with other IT initiatives and groups.
- Member role:** To provide input on behalf of constituents; to disseminate information on new teaching and learning technologies; to assist in implementing IT policy and procedures; to make recommendations with a University perspective. The committee meets regularly throughout the academic year.
- Advisory Path:** Policy to the ITP&P; advisory to the Center for Teaching and Learning, CIO and Provost

Research Technology Advisory Committee

- Charge:** The Research Technology Advisory Committee shall advise the CIO and the Provost on technologies and issues related to academic research; will advise the ITS Director of Research Technologies on research technology initiatives; shall develop and review research technology standards, guidelines, and policies; shall advise on priorities for academic research technology initiatives; provide a forum for investigation and advises on new research technologies, and facilitate communications regarding academic research computing initiatives.
- Composition:** Representatives from many colleges and Research Institutes, and the Vice-Provost for Research. The chair is appointed by the Provost, 2-year term. The Director of Research Technologies works with the Chair to establish the agenda and to facilitate coordination with other IT initiatives and groups.
- Member role:** To provide input on behalf of constituents; to disseminate technology related research information; to assist in implementing IT policy and procedures; to make recommendations with a University perspective. The committee meets regularly throughout the academic year.
- Advisory Path:** Policy to the ITP&P; advisory to the ITS Director of Research, CIO and Provost.

Enterprise Systems Advisory Committee (ESAC)

- Charge:** The Enterprise Systems Advisory Committee advises the CIO on IT matters related to enterprise information systems issues. Examples of responsibilities: review and recommend related IT standards, guidelines and policies; review, oversee and establish priorities for all administrative systems projects; coordinate among client departments competing for limited IT resources; help ITS maintain the architectural consistency of administrative systems; advise ITS on the opportunities for process improvement and operational efficiencies using technology; document and review system proposals, and coordinate the reports from the technical teams and work groups.
- Composition:** Team leaders from the core Spectrum modules (Finance, HR, Student, Advancement); AVP level / key principals from administrative and academic divisions; Faculty / Staff Senate representatives and ITS staff (Ex-Officio members from the ITS Director's group). The CIO appoints the Chair for a two-year term. In addition, there are five permanent committee members.
- Member role:** To provide input on behalf of constituents; to disseminate IT related information; to assist in implementing IT policy and procedures; review and prioritize proposals from all university departments for IT systems, services and support; to make recommendations with a University perspective. The committee meets bi-weekly, (or as needed) throughout the year.
- Advisory Path:** Policy to the ITP&P; advisory to the CIO.

TAF Committee

- Charge:** The TAF Committee shall advise the CIO and the Provost on IT matters related to academic uses of student Technology Access Fees (TAF); establishes priorities for TAF budget allocations; shall advise on priorities for academic technology initiatives; reviews IT standards, guidelines and policies and oversees all academic software procurements.
- Composition:** Academic Deans. The Provost appoints the Chair for a two-year term, renewable.
- Member role:** To provide input on TAF initiatives; to disseminate TAF related information and to make recommendations and decisions with a University perspective.
- Advisory Path:** Policy and budget to the ITP&P; advisory to the CIO and Provost

Student Technology Advisory Committee

- Charge:** The Student Technology Advisory Committee provides advice and communications to the CIO and Provost on student-related technology issues and priorities; provides a forum for student input; to disseminate IT related information; to make recommendations with a University perspective, and to provide a forum for discussion of technology issues that affect students.
- Composition:** Representatives from principal student organizations including residential and commuter, part and full-time, undergraduate, graduate and professional students. Representatives appointed by the SGA and by the Dean of Students to one-year terms, renewable. The Chair is appointed by the SGA President, 1-year term.
- Member role:** To provide input on behalf of constituents; to disseminate IT related information; to assist in implementing IT policy and procedures; to make recommendations with a University perspective. Committee will only meet during the Fall and Spring semesters.
- Advisory Path:** Policy to the ITP&P; advisory to the CIO and Provost

Representative Technical Teams and Work Groups

Local Support Providers

- Charge:** Cross functional group that serves as coordinating body for implementation of support services and desktop applications; make desktop support policy and procedure recommendations.
- Composition:** Full and part-time, IT support providers from all schools and colleges, other academic units, and administrative divisions. The Director of Client Support Services (ITS) provides coordination for the activities and meetings of the LSP network. The group will employ an open meeting format with no fixed membership.
- Member role:** To serve as primary first line computing support and contacts for technology issues for individual colleges, departments and administrative units; to coordinate and implement IT initiatives with central IT Services; to disseminate IT related information. The committee meets bi-weekly throughout the year.
- Advisory Path:** Advisory to Information Security Advisory Committee; the Enterprise Systems Advisory Committee.

Data Stewards Committee

Charge: The Data Stewards shall advise The ITS Data Administration unit and the Enterprise Systems Advisory Committee (ESAC) on technical and operational data standards; shall participate in the development of related IT standards, guidelines, and policies; shall establish priorities for data implementation requests brought before the committee; facilitate internal and external communications regarding data standards; reviews technical implementation processes and coordinates security policies.

Composition: Representative membership shall include: Office of Legal Counsel; Advancement; Financial Aid; Academic Affairs; Business and Finance Support Services; Human Resources; Registrar's office; Business and Finance and Provost's office. The ESAC will assist in the appointment of the representative membership. The campus Data Administrator serves as permanent Chair of this committee.

Member role: To provide input on behalf of constituents; to disseminate IT related information; to assist in implementing IT policy and procedures; to make recommendations with a University perspective. Committee meets, as needed but typically no less than once a month.

Advisory Path: Advisory to Information Security Advisory Committee; the Enterprise Systems Advisory Committee.

Library Systems Management Team

Charge: The Library Systems Management Team (LSMT) collaborates on all Library systems related activities; facilitates internal and external communications regarding library related systems; provides technical implementation processes and coordinates systems activities.

Composition: The Library Systems Management Team (LSMT) is comprised of representatives from the University Libraries and ITS. The Provost appoints the Chair for a two-year term.

Member role: The membership continues to meet on a regular basis (monthly) to identify and develop solutions for technical matters that require collaboration between the Libraries and ITS.

Advisory Path: Advisory to the Enterprise Systems Advisory Committee; the Teaching and Learning Advisory Committee.

Campus Report Advisory Group (CRAG)

Charge: The Campus Report Advisory Group (CRAG) prioritizes and establishes the report request cycle for all administrative systems reports; coordinates the request processes; determines the assignment of the report writers and evaluates the effort requirements necessary to complete the report specifications.

Composition: Representative membership includes Advancement, Institutional Research, Business and Finance, Human Resources and Bursar and various ITS groups. The CIO appoints the Chair for a two-year term.

Member role: Report specifications and user testing expectations are developed and reviewed with the CRAG member, subject matter expert and the client. Meetings and engagements are frequent.

Advisory Path: Advisory to the Enterprise Systems Advisory Committee.

Web Developers – (WebDev)

Charge: Cross functional group that serves as coordinating body for implementation of web-related services and applications; make web related policy and procedure recommendations.

Composition: Various ITS staff, full and part-time staff from all schools and colleges, other academic units, and administrative divisions who are involved in web application development and maintenance. The Director of University Web and Mobile Services (ITS) provides coordination for the activities and meetings of the WebDev network. The group will employ an open meeting format with no fixed membership.

Member role: To serve as primary contact for web-related issues for individual colleges and departments; to coordinate web-related initiatives with ITS; to disseminate IT related information. Web Dev meets bi-weekly or as needed.

Advisory Path: Advisory to the Enterprise Systems Advisory Committee; the Vice-President of Communications, Public Relations and Marketing.

Student Team

- Charge:** Using the Spectrum Implementation work team model to complete various systems-related projects; provides technical implementation processes and coordinates systems installation procedures.
- Composition:** Teams are comprised of academic and administrative functional users, and ITS personnel, who use, maintain and manage the Banner student module in Spectrum. Chair and co-chair appointed by the Provost.
- Member role:** To provide input on behalf of constituents; to disseminate IT related information; to assist in implementing IT policy and procedures; to make recommendations with a University perspective while looking for opportunities to improve business processes. Operate via project-based implementation schedules.
- Advisory Path:** Advisory to the Enterprise Systems Advisory Committee.

Finance Team

- Charge:** Using the Spectrum Implementation work team model to complete various systems-related projects; provides technical implementation processes and coordinates systems installation procedures.
- Composition:** Teams are comprised of academic-administrators and administrative functional users, and ITS personnel, who use, maintain and manage the Banner Finance module and AR components in Spectrum. Chair and co-chair appointed by the Vice President, Business and Finance.
- Member role:** To provide input on behalf of constituents; to disseminate IT related information; to assist in implementing IT policy and procedures; to make recommendations with a University perspective while looking for opportunities to improve business processes. Operate via project-based implementation schedules.
- Advisory Path:** Advisory to the Enterprise Systems Advisory Committee.

HR Team

- Charge:** Using the Spectrum Implementation work team model to complete various systems-related projects; provides technical implementation processes and coordinates systems installation procedures.
- Composition:** Teams are comprised of academic-administrators and administrative functional users, and ITS personnel, who use, maintain and manage the Banner HR module in Spectrum. Chair and co-chair appointed by the Vice President, Business and Finance.
- Member role:** To provide input on behalf of constituents; to disseminate IT related information; to assist in implementing IT policy and procedures; to make recommendations with a University perspective while looking for opportunities to improve business processes. Operate via project-based implementation schedules.
- Advisory Path:** Advisory to the Enterprise Systems Advisory Committee.

Advancement Team

- Charge:** Using the Spectrum Implementation work team model to complete various systems-related projects; provides technical implementation processes and coordinates systems installation procedures.
- Composition:** Teams are comprised of academic-administrators and administrative functional users, and ITS personnel, who use, maintain and manage the Banner Advancement module in Spectrum. Chair and co-chair appointed by the Vice President, Advancement.
- Member role:** To provide input on behalf of constituents; to disseminate IT related information; to assist in implementing IT policy and procedures; to make recommendations with a University perspective while looking for opportunities to improve business processes. Operate via project-based implementation schedules.
- Advisory Path:** Advisory to the Enterprise Systems Advisory Committee.

Enterprise Training Team

- Charge:** The Enterprise Training Team advises the Enterprise System Committee on functional training matters related to enterprise information systems; reviews and recommends related training standards, guidelines and policies; reviews training documentation; oversees and establishes priorities for developing and delivering training; ensures the integrity of the training data; and advises functional areas to take advantage of new technologies and processes.

Composition: Members representing the core Spectrum modules (Finance, HR, Student, Advancement); key principals from administrative and academic divisions; Faculty / Staff Senate representatives and ITS staff which includes a Technical Documentation Specialist and a Technical Trainer. The ESAC appoints the Chair for a two-year term.

Member role: To provide input on behalf of constituents; to disseminate campus training information; to assist in implementing training policy and procedures; to make recommendations with a University perspective. The committee meets monthly.

Advisory Path: Policy and advisory to the ESAC; advisory to the Information Security Advisory Committee.

¹Based on methodologies detailed in the International Journal of Operations & Production Management, Vol. 21 No. 5/6, 2001, pp. 687-706.