Summary

The Vice Chancellor of Information Technology Services & Chief Information Officer reports directly to the Chancellor and is a member of the Chancellor’s Executive Council. Enterprise technology decisions are made by ITS senior management with the active engagement of key stakeholder boards, committees, & working groups across the institution as shown in this document.

The strategic, tactical and technical recommendations from these groups provide key campus input to development of the ITS portfolio of services and associated technology architecture plans. Once finalized the ITS portfolio becomes a set of project and budget recommendations that are submitted to the Chancellor, Executive Vice Chancellor and Provost, and Vice Chancellor for Business Affairs.

ITS has existing budgets in place for the core services we provide to the University. Although funds are provided by a variety of funding sources, ITS manages these budgets holistically, ensuring our spending projections, budgets, and expenditures are aligned with our five-year technology strategy. We evaluate new initiatives or significant changes throughout the year and carefully assess the impact to current architecture plans, resource plans, project plans and budgets over the 5- to 10-year horizon. Each spring the ITS leadership team reviews the rate of expenditure for the year, scrutinizing each variance and ultimately providing updates to our plans.

The scope of IT Governance at UNCG is intentionally broad and inclusive to ensure that the institutional investment in information technology aligns with the strategic direction, themes and priorities of the University including the Strategic Plan. IT governance group structure follows.
UNCG IT Governance Strategy

University Policy-Making and Major Campus-Wide Technology Decisions

**Strategic Focus**

Information Technology Executive Steering Committee

Executive Vice Chancellor and Provost, Vice Chancellor for Business Affairs and Chief Financial Officer, and Vice Chancellor for Information Technology Services and Chief Information Officer. Meets monthly.

**Strategic/Tactical Focus**

ITS Governance Council

Vice Chancellor for ITS, Associate and Assistant ITS Vice Chancellors. Meets weekly.

Security Breach Notification Committee

Provost, WC Business Affairs, WC ITS, General Counsel – advise Chancellor regarding breach notifications. Meets as needed.

Chancellor

Vice Chancellor for ITS brings major technology decisions to the Chancellor's Council and Information Technology Executive Steering Committee as needed.

Policy Advisory Group

Standing committee of university faculty and staff, appointed by the Chancellor/designee, who reviews full drafts of all proposed, new and substantively revised University policies.

Committees & groups submit University policies to the PAG for review.

Information Security Committee


Educational & Technology Fee

UNC Board of Governors

UNCG Board of Trustees

Chancellor

Student Fee Committee

Chancellor

ITS Governance Council

IT Portion of State Audits

UNCG Board of Trustees

ITS Governance Council
Academic Technology Committees

**Strategic Focus**
Executive Vice Chancellor and Provost, Vice Chancellor for Business Affairs and Chief Financial Officer, and Vice Chancellor for Information Technology Services and Chief Information Officer. Meets monthly.

Convened by ATCC Chair, selected annually by committee members

**Tactical/Operational Focus**
Convened by Cloud Collaboration & Productivity Services Manager (ITS)
Coordinates and implements LMS upgrades and other changes. Oversees day-to-day operations of the LMS. The LMS Tech Team meets bi-weekly.

Ad hoc committees with LMS-related charges may also be formed.

**Information Technology Executive Steering Committee**
ATCC responsibilities include review of University-wide issues regarding LMS use, making decisions and recommendations as appropriate. Budgetary & policy-related recommendations are referred to the appropriate senior manager(s). The ATCC meets monthly.

**Innovative Learning Spaces Council**
Makes recommendations regarding classroom technology & related issues that impact University learning spaces and instructional technology. The ILSC meets monthly.

Convened by Associate VC for Learning Technology & Client Services (ITS) and Asst. Dean for Administrative Services, Univ. Libraries (Provost)

Instructional Technology Consultants (ITCs) provide LMS-related input to the ATCC and directly to the LMS Technical Team & management. ITCs are invited to share input to Learning Spaces Council leadership.
**Technology Infrastructure Committees**

**Strategic Focus**

Executive Vice Chancellor and Provost, Vice Chancellor for Business Affairs and Chief Financial Officer, and Vice Chancellor for Information Technology Services and Chief Information Officer. Meets monthly.

**Tactical/Operational Focus**

Co-chaired by Associate Vice Chancellor for Facilities (BAF) and Associate Vice Chancellor for Systems & Networks (ITS). Meets bi-annually.

Committee ensures that projects across the campus are addressed in a coordinated manner, consistent with Facilities & ITS technical standards. Responsibilities include:

- Develop a unified strategy for enterprise communications technologies that includes recommendations on what services should be provided (and conversely decommissioned because they are no longer viable) to deliver a comprehensive and consistent set of services to faculty, staff, students and guests
- Review proposed new services to ensure compatibility with campus requirements and strategic goals
- Propose policy revisions as appropriate to reflect changes in relevant technology
- Integrate communications technologies and infrastructure standards into planning, design and construction
- Develop infrastructure requirements and upgrade plans to accomplish implementation of recommendations
Administrative Technology Committees

Strategic Focus
Executive Vice Chancellor and Provost, Vice Chancellor for Business Affairs and Chief Financial Officer, and Vice Chancellor for Information Technology Services and Chief Information Officer. Meets monthly.

Strategic/Tactical Focus
Vice Chancellor for ITS, Associate and Assistant ITS Vice Chancellors. Meets weekly.

Tactical/Operational Focus

- **ITS Governing Council**
  - Day-to-day operational management, implementations, upgrades, etc. for ERP systems. Housed together.

- **Integrated Futures Team**
  - **Functional Product Owners**
    - Functional Office ERP module owners and business process owners.

- **Information Technology Executive Steering Committee**

- **ERP Systems Business Analysts**
  - Works with Functional Product Owners in defining ERP requirements and managing implementations per strategic direction.

- **Data Stewards**
  - Data Stewards responsible for data standards and data quality governance.

- **ITS ERP Technical Systems Teams**
Internet/Web Committees

Strategic Focus
Convened by Vice Chancellor for ITS; co-chaired by representative from University Relations, and University Webmaster (ITS)

Strategic/Tactical Focus

IOC provides guidance for the management of UNCG’s web presence in accordance with UNCG Web-Related policies - [http://ioc.uncg.edu/policies/](http://ioc.uncg.edu/policies/).

Per the University’s Web Accessibility Policy ([http://policy.uncg.edu/university-policies/web_accessibility/](http://policy.uncg.edu/university-policies/web_accessibility/)), each of the University’s divisions names a “Divisional Webmaster” who serves on the IOC, & is responsible for implementation & enforcement of web accessibility policies for that division. Meets monthly.

Note: The University also has a large and active Web Developers User Group which may influence technology decisions through Divisional Webmasters, the IOC and other means.
UNCG IT Governance Strategy

Cross-Divisional Workgroups

Strategic/Tactical Focus

Tactical Focus

ITS Senior and Mid-Level Management

ITS Student Advisory Group
Convened by Learning Technology Senior Manager (ITS)
- Recommends & provides feedback regarding technology services of interest to students. Meets three times per semester.

PC Advisory Committee
Convened by Client Computing Manager (ITS)
- The Windows & Mac Advisory Committees ensure that ITS projects and technical solutions impacting Windows & Macintosh support are adequately vetted, planned, and are resources to achieve success. WAC meets bi-weekly. MAC meets monthly.

Mac Advisory Committee

Instructional Technology Consultants (ITCs) Advisory Group
Convened by AVC for Learning Technology & Client Services (ITS)
- ITCs and other campus learning-technology specialists advise ITS on issues related to the selection, configuration, and operation of technologies that impact instructional support & student learning environments. Meets bi-weekly.

DTS/DTC Group
DTS group meets monthly. Full DTS/DTC group meets quarterly.

Tactical/Operational Focus

Convened by Client Computing Manager (ITS)
- Exists as an information sharing and planning forum between ITS, distributed technology support staff, and department technology coordinators. Focus includes planning, education, and evaluation of changes that affect the campus client computing environment, including the use of desktops/laptops and mobile computing devices. Along with other technology committees, makes technology supported product recommendations in accordance with Standards for Computer and Related Technology - http://its.uncg.edu/Policy_Manual/Technology_Standards. ITS also gathers input from individual students, faculty & staff through surveys, “comment cards”, focus groups, and pilots of new services.