UNCG IT Governance & Advisory Structure

Information Technology Services (ITS), 12/2/2015

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The Vice Chancellor of Information Technology Services & Chief Information Officer reports to the Chancellor, & all central IT decisions are intended to advance University academic & administrative goals. Those decisions are made by the ITS senior management, with the involvement of the boards, committees, & other bodies shown in this document.

• University Policy-making and Major Campus-wide Technology Decisions

• IT Governance Committees with Multi-divisional Representation (arranged by area of primary oversight):
  ○ Academic Affairs (AAF) and ITS Primary Oversight: Learning Management System Governance, Classroom/Learning Spaces Technology
  ○ Business Affairs (BAF), AAF, and ITS Primary Oversight: Communications Technology Infrastructure Steering Committee
  ○ ITS Primary Oversight: Administrative Systems Governance, Department Technology Support & Coordinators (DTS/DTC), Instructional Technology Consultants Advisory Group, ITS Student Advisory Committee, Windows & Mac Advisory Committees
  ○ University Relations and ITS Primary Oversight: Internet/Web Governance

• Internal Division Processes for Setting Priorities on Projects Requiring ITS Resources
UNCG IT Governance & Advisory Structure
University Policy-Making and Major Campus-Wide Technology Decisions

Strategic Focus

Chancellor

Vice Chancellor for ITS brings major technology decisions to the Chancellor’s Council and ERP Steering Committee as needed, including annual approval of the Institutional Priorities list for university technology projects.

Strategic/Tactical Focus

ITS Senior Management


Provost, VC Business Affairs, VC ITS, General Counsel – advise Chancellor regarding breach notifications.

The Policy on Policies (http://policy.uncg.edu/university-policies/policy_on_policies/) defines PAG as a:

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.

Policy Advisory Group

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

Strategic/Tactical Focus

Educational & Technology Fee

IT Portion of State Audits

UNC Board of Governors

UNCG Board of Trustees

UNCG Board of Trustees

Chancellor

Student Fee Committee

ITS Senior Management

ITS Senior Management

Chancellor
UNCG IT Governance & Advisory Structure

Multi-Division Committees/Groups with Academic Affairs and ITS Primary Oversight:
Learning Management System (LMS) Governance, & Classroom/Learning Spaces

Strategic Focus
Provost (AAF), Vice Chancellor for ITS

Convened by ATCC
Chair, selected annually by committee members

Academic Technology Coordinating Committee (ATCC)
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).

LMS Technical Team
Coordinates and implements LMS upgrades and other changes. Oversees day-to-day operations of the LMS.

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

Convened by ITS
Project Manager (ITS)
Coordinates and implements LMS upgrades and other changes. Oversees day-to-day operations of the LMS.

Review and approve recommendations related to budgetary issues or University policy. [Recommended policy changes also require University Policy Advisory Group (PAG) review.]

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

Academic Learning Spaces Council
Makes recommendations regarding classroom technology & related issues that impact University learning spaces and instructional technology.

Instructional Technology Consultants (ITCs) provide LMS-related input to the ATCC and directly to the LMS Technical Team & management. ITCs not on the Learning Spaces Council are invited to share input to Council leadership.
UNCG IT Governance & Advisory Structure
Multi-Division Committees with Business Affairs, Academic Affairs, and ITS Primary Oversight:
Communications Technology Infrastructure

**Strategic Focus**

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

**Strategic/Tactical Focus**

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
UNCG IT Governance & Advisory Structure
Multi-Division Committees with ITS Primary Oversight: Administrative Systems Governance

Strategic Focus

Provost, Vice Chancellor for Business Affairs, & Vice Chancellor for ITS

Strategic/Tactical Focus

Convened by ITS Assoc. Vice Chancellor for Administrative Systems (ITS)

Tactical/Operational Focus

Banner Group
Director of MIS (ITS)

Data Stewards
Manager, Data Management (ITS)

Pre-Purchase Review Team
Application Development Manager (ITS)

Process Improvement Team
Director, Systems & Procedures (BAF)

Project Management Group
Associate VC, Administrative Systems (ITS)

Reporting Group
Tech Support Specialist, Academic Tech Systems (AAF)

Security Group
Information Security Officer (ITS)

Training Group
Banner Training Coordinator (ITS)

Steering Committee determines high-level goals and priorities, and reviews and approves ASC recommendations as appropriate. Issues and informational items are raised to the Chancellor & full Executive Staff as needed.

The Administrative Systems Committee assists the ERP Steering Committee in charging and managing the appropriate governance bodies to carry out the University’s institutional priorities. The ASC keeps the Steering Committee apprised of relevant issues and developments, and makes recommendations where Steering Committee approval is needed.

The ASC’s subordinate bodies are delegated authority to carry out their individual charges, but are instructed to bring recommendations to the ASC on issues with high security or compliance impact. For more information regarding committee & group responsibilities see http://its.uncg.edu/asc.
UNCG IT Governance & Advisory Structure
Multi-Division Committees with ITS Primary Oversight: ITS Student Advisory Committee, Windows & Mac Advisory Committee, Instructional Technology Consultants (ITCs), Department Technology Support & Coordinators Group (DTS/DTC)

ITS Senior and Mid-Level Management

Strategic/Tactical Focus

Tactical Focus

ITC Senior and Mid-Level Management

ITC Student Advisory Group
Convened by Enterprise Projects Officer (ITS)

Windows Advisory Committee
Convened by Manager for Client Applications Management (ITS)
The Windows & Mac Advisory Committees ensure that ITS projects and technical solutions impacting Windows & Macintosh support are adequately vetted, planned, and are resourced to achieve success.

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.

DTS/DTC Group
Convened by Enterprise Projects Officer (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.
UNCG IT Governance & Advisory Structure
Multi-Division Committees with University Relations and ITS Primary Oversight: Internet/Web Governance

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/.

Per the University’s Web Accessibility Policy (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.

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 & Advisory Structure
Internal Division Processes for Setting Priorities on Projects Requiring ITS Resources

ASC & ITS Management

ASC = Administrative Systems Committee

Project Management Group

ITS Assoc. Vice Chancellor for Administrative Systems receives a list of priorities for each division, and convenes the Project Management Group to address project resource issues and manage the cross-divisional priority list. Suggestions for Institutional Priorities are raised to the ASC and then the Chancellor’s Council.

Division representatives who serve on the Project Management Group maintain prioritized lists of technology project requests for their divisions. For details regarding divisional prioritization see http://its.uncg.edu/asc/.

Academic Affairs Leadership
Business Affairs Leadership
Intercollegiate Athletics Leadership
ITS Leadership (for ITS Division Priorities)
Student Affairs Leadership
University Advancement Leadership
University Relations Leadership

Academic Technology Coordinating Committee (ATCC)
Convened by ATCC Chair, selected annually by committee members
Recommend priorities for instructional technology projects requiring ITS assistance, and provides input on LMS-related issues.

AAF Administrative Dept Managers

Research Advisory Council (RAC)
Convened by VC for Research & Economic Development
Recommends priorities for research-related technology projects that require ITS assistance, and makes recommendations regarding other research technology issues.

DCL Advisory Committee (DAC)
Convened by the Dean, Divisional of Continual Learning
Reviews and proposes policy, technology application, and procedures to support UNCG online courses and programs.

Faculty Senate Committees: Academic Computing, Online Learning
Convened by Committee chairs, selected annually by members
Academic Computing Committee makes technology requests on any topic of general interest to faculty. The Online Learning Committee focuses on issues related to development, delivery, assessment & enhancement of online courses.