

SETTING PRIORITIES FOR CAMPUS-WIDE INFORMATION TECHNOLOGY AT UNCG

The Vice Chancellor for Information Technology Services (ITS) & Chief Information Officer reports to the Chancellor, and all campus-wide IT priorities must be consistent with the Chancellor's goals. The Vice Chancellor for ITS is a member of the Chancellor's Executive Staff.

At UNCG, as everywhere in higher education, the demand for information technology resources & support far exceeds the financial ability of the University to meet the demand. Information Technology Services (ITS), as UNCG's central technology organization, works w/the Chancellor, the Executive Staff, & units & committees across the campus to set priorities among those IT services that can be handled most cost-effectively campus-wide. Since IT purchases occur in a decentralized manner at UNCG & approximately half of the IT staff at UNCG work outside ITS, it's also important that ITS communicate effectively & work closely w/units & IT professionals across the campus.

Priority-setting occurs within four broad areas: **(1) instruction & research; (2) services other than instruction & research (including administration, student services, & student life); (3) IT infrastructure & core services; & (4) compliance w/Federal, State, UNC System, & UNCG laws, policies, & procedures.**

- (1) Instruction & research** at UNCG, as at all universities, are highly decentralized, reflecting the essential role that individual faculty members & graduate students play. Setting IT priorities is necessarily most complex in this area. UNCG has University Mission & Vision Statements, a Strategic Plan, implementation teams for individual Strategic Plan goals, and annual plans for various Academic Affairs units. Since few of these statements specify technology goals, & since technology is a means to accomplish almost any University goal, these explicit planning statements have to be combined w/other advice, to assist ITS in setting priorities. ITS receives advice from the Chancellor, the Provost, & other senior officers concerned w/instruction & research. ITS managers are members of a range of committees that provide useful advice: the Academic Technology Coordinating Cmte, the Academic Computing Cmte, the Distance Learning Advisory Cmtes, the Research Advisory Council, the Blackboard Steering Committee, the Internet Oversight Cmte, & others. Surveys gather preferences & comments from the individual faculty, staff, & students who choose to participate; the TechQual surveys & the UNC System's Sophomore & Senior Surveys are examples. ITS also seeks user feedback in some areas, e.g., Service Desk support. ITS recently created the Service Consulting Group, to formalize ITS' periodic efforts to get in front of University departments, to seek feedback on current services & advice on potential future services.
- (2) ITS** has worked w/clients over the past dozen years to create/operate a formal process, at both the campus-wide & divisional levels, to prioritize the use of ITS resources in efforts sufficiently complex that they require formal projects. The committee structure is shown in http://its.uncg.edu/About/UNCG_IT_Governance_and_Advisory_Structure.pdf; it's revised as needed. These include instructional & research efforts that require formal projects, and **services other than**

instruction & research. The Chancellor identifies a small number of large scale projects on the campus wide list. Divisional representatives set priorities for other campus wide projects &, within the divisions, priorities are set for ITS work on both large & small projects.

- (3)** ITS sets priorities for efforts needed to maintain & upgrade **IT infrastructure** & to maintain core resources & services. These efforts are set within the confines of financial resources provided by the Chancellor & the UNC System Board of Governors & (in the case of Educational & Technology Fees) by the UNCG Board of Trustees & the Board of Governors. The most expensive resources are the wired & wireless networks that must be constantly maintained & periodically upgraded (“refreshed”), so as to enable high-quality services of all kinds.

- (4)** ITS also must see that services are provided in **compliance** w/appropriate laws, policies, & procedures. ITS works w/the Chancellor, the University Counsel, the State Auditors, & others to meet the University’s compliance responsibilities.

JC, 12/18/12