

INFORMATION TECHNOLOGY COUNCIL CHARTER

Introduction

The Information Technology Council Committee (ITC) is the primary committee of Clayton State University charged with oversight for information technology activities within the University System of Georgia (USG). This Charter broadly defines the ITC's roles with respect to information technology governance. However, nothing in this Charter shall be construed to limit the authority of Clayton State University or the ITC.

Information technology plays a critical role in realizing the mission of the university, and in the effective and efficient operation of the majority of activities on our campus. Governance of IT is the process by which the entire campus is engaged in contributing systematically to strategic decisions regarding IT resources and policies. Strategic decisions include the annual budget, three-year plans for systems and network infrastructure, alignment of IT plans with the University Strategic Plan, forecasting the effects of technology and social trends, and the process for policies designed to make our applications and IT infrastructure, secure, efficient, and effective.

The governance model proposed for Clayton State has one key objective – to provide transparency regarding the request, analysis of alternative choices, its implementation, total costs, and rationale for priority status in context with university strategic goals. This governance framework is recommended by institutional peers, organizational studies, and the USG Information Technology Handbook as the preferred method of aligning the university's IT infrastructure with strategic objectives. The USG Information Technology Handbook¹ defines the process and framework:

The IT governance process should be:

- Defined, established, and aligned with the overall organization governance and control environment.
- Founded on service management principles where all stakeholders are identified and participate actively in processes that prioritize how IT resources are allocated for the organization's maximum benefit and these stakeholders are collectively engaged in the shared responsibility of ensuring that resources are aligned with needs.

An EDUCAUSE study on IT governance found that two thirds of respondents employed IT governance committees.² Governance committees that possess priority-setting and policy-setting powers are more effective (p. 15). The EDUCAUSE study defines IT governance as the means of aligning IT and IT use with institutional strategic goals and "... is concerned with the whole enterprise IT function, not just the central IT organization."

The governance plan described here formalizes activities that the Office of Information Technology Services and the Cabinet use today for creating budgets and policies. Transparency provides the highest likelihood that Clayton State will enjoy infrastructure, services and support to reliably and effectively

¹ 1.2.1 Shared Governance Framework within Information Technology Handbook found at http://www.usg.edu/information_technology_handbook/section1/tech/1.2_governance_structure/ last accessed 23 July 2012.

² Process and Politics: IT Governance in Higher Education, ECAR Research Study 5, 2008.

accomplish its education, service and research missions. The process will improve campus awareness of IT needs across the university. The plan enables students, staff and faculty to benefit from the efficiencies that IT brings to operating a university of our size. The efforts of the Information Technology Council (ITC) will improve participation by all members of the campus community in advocating policies and projects that are necessary to provide environments that support innovative teaching and research.

The objectives for IT governance at CSU are:

- Maintain a transparent process for providing reliable access to data, decisions, and performance measures.
- Maintain awareness of the needs of the University community for IT support through discussions of global technology trends in higher education and local technology needs.
- Align policies, standards, and budgets with the strategic goals of the University.
- Align IT operating budgets and project requests with University strategic goals.

The University System of Georgia's Information Technology Handbook states "Strategic alignment requires ...a methodology and set of practices to demonstrate prioritization of IT services and initiatives". The goals prescribed above, and the processes defined below, provide Clayton State University with a methodology for integrating IT within university goals and objectives.

Responsibilities of the Information Technology Council

Charge

The Information Technology Council (ITC) provides oversight of Information Technology initiatives, services, policies, standards and budgets to ensure they are consistent with the strategic goals of the University. Recommendations are presented to the President's Cabinet, the Budget & Planning Council, and effected departments. As necessary, changes in policies regarding procurement decisions for hardware, software, and project-related purchases will be reviewed by the ITC.

Membership

The following are permanent members of the ITC:

- Associate Vice President for Academic Affairs
- Assistant Vice President for Business & Operations/Controller
- Assistant Vice President for Student Affairs
- Dean of Assessment and Instructional Development
- Director - Telecommunications & Networking
- Director - Administrative Systems
- Director - Auxiliary Services
- Assistant Vice President for Marketing and Communications
- SGA President
- Vice President for Information Technology and Services (Ex Officio, non-voting)
- Ex Officio appointed by President.
- Director - Continuing Education
- Director - Accounting Services
- One representative of the Library's Electronic Resources and Services Department
- One representative of the Faculty Senate
- One representative of the Staff Council
- One representative of the Graduate Council

- One representative of the Institutional Research Board (IRB)
- One representative of the Academic IT Committee

Note: Non-voting attendees of the ITC meetings are encouraged to serve on sub-committees and participate in ITC discussions. Participation of voting and non-voting attendees in multiple roles and/or multiple committees is allowed.

Officers and Staff

Chair

The Chair will preside at all ITC meetings and will work with the Director of Projects in the Office of the President to determine goals and objectives of the ITC, develop meeting agendas, call for votes on all motions, and arrange minutes of each meeting. The Chair will serve a one year term.

Vice Chair

The Vice Chair will chair the Governance & Budget Subcommittee and will preside at ITC meetings in the absence of the Chair. The Vice Chair will serve a one year term and is elected by the Council. The Vice Chair will succeed the Chair at the end of their term. In the event the Chair is unable to serve out their full term, the Vice Chair will serve out the remainder of the Chair's term, then serve a one-year term as Chair.

Secretary

The Secretary will be appointed by the Chair and serve a term of two years.

Business Analyst

The Business Analyst serves the administrative needs of the Council and supports the university community in the determination of project specifications and needs for consideration.

Subcommittees

Academic IT Committee

The Academic IT committee focuses on services to faculty in support of IT projects designed to enhance teaching and research. This committee provides the IT Council with leadership in the academic areas.

Governance and Budget Committee

The Governance and Budget committee focuses on providing a transparent governance process in support of reliable access to data, decision-making, and performance measures regarding IT budgets, policies, and services.

Support and Services Committee

The Support and Services committee focuses on campus community training, support, and services sufficient for a robust learning environment.

Operations Committee

The Operations committee focuses on improvements to academic and operational efficiencies, integrating IT into university decision making, coordinating the management of records hosted on IT systems, and positively positioning the Clayton State experience in the marketplace.

Council Procedures

Meeting and Communication/Recording Keeping

All meetings are open to the campus community. Meeting agendas are distributed in advance of the meeting date. Pertinent information is attached to the agenda for review prior to the meeting. Requests to place new items on the agenda must be communicated to the chair at least one week prior to the meeting date. New business can be introduced and considered as appropriate. Minutes and notes are kept and posted to the Information Technology Council website. The committee will meet at least once per semester.

Decision Making

A quorum, consisting of a majority of voting members, must approve any official action. Consensus is preferred, but formal votes may be taken in the event of differing opinions. Proxies are permitted and members may vote electronically or by email.

Budget Review

The USG IT Handbook recommends that the IT Governance process “would incorporate some degree of budget review that includes the cost/benefit analysis of major planned expenditures, a budget request process, and a method of expense monitoring throughout the year ^[1]”. The review will depend upon data from the CIO’s periodic review of performance and capacity plans, business demands on infrastructure, and trend analysis of that data. All recommendations and requests made to the President are advisory, as is the case with all departmental and divisional budgets.

The IT Council will work with the VP of Information Technology to promote and enhance the Information Technology budget process. Transparency and continuous communication are a means of ensuring that IT is funded strategically and that the budget resources are effectively employed for the greatest effect across the university ^[2]. Transparency supports accountability, collaboration, and connectivity between services and the success of the students we serve. Transparency of the budget process requires:

- Stakeholders are identified and participate actively in processes that prioritize how IT resources are allocated for the university’s maximum benefit.
- Stakeholders are collectively engaged in the responsibility of ensuring that resources are aligned with the needs and strategic goals of the university.

Budget recommendations for Information Technology, as is the case with all other university divisions, are advisory in nature.

Project Review

IT projects requiring more than 40 hours of Information Technology time or additional funding may be reviewed by the ITC. Small projects will continue to be submitted directly to Information Technology. The ITC Project Request process will be aligned with the University Budget and Finance organization’s procurement processes and systems.

Policy Setting

All policy requests will be made by submitting the ITC Request Form (see Appendix A) to the Information Technology Council. The ITC will consider these requests in the context of the university strategic plan, the Information Technology strategic plan, and any external mandates or expectations. A risk assessment of the policy request must be completed prior to issuing a recommendation. IT policy-related issues requiring further action will be forwarded to the President's Cabinet after the ITC decides upon a recommended action.

Responsibilities of the Other Committees**President's Cabinet**

The role of the President's Cabinet in the IT governance process is to make final decisions concerning university-wide policies, standards and priorities related to the use of technology within the university environment.

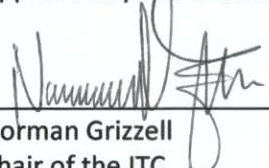
Planning and Budget Council

The Planning and Budget Council (PBC) is a component of the university strategic planning process. It is charged to ensure the strategic allocation of resources in conjunction with Clayton State University's strategic plan and goals. The PBC develops the annual budget plan for recommendation to the President based on input received from all departments of the university through the strategic planning process. The Council's role in the IT governance process is to review and approve funding requests for IT projects that have been recommended by the Information Technology Council using the existing PBC process.

Annual Charter Review and Evaluation

Annually, the ITC shall assess its activities with respect to the responsibilities outlined in this charter and shall take action as needed in response to this assessment. This assessment shall include a review of the adequacy of the ITC Charter. Recommended revisions to the ITC Charter shall be submitted for approval to the Office of President.

Approved by the Information Technology Council Chair on January 31, 2015:



Norman Grizzell
Chair of the ITC

1/29/2015

Date

Approved by the President of Clayton State University on January 31, 2015:



Tim Hynes
President of Clayton State University

1-29-15

Date