

Information Technology Advisory Committee

August 2nd, 2018 (2p-3:30p, Library 435)

Attendance:	Present:	Absent:	Attendance:	Present:	Absent:
Buckles, Jennifer		x	Liedtka, Theresa	x	
Carver, Ethan	x		Loveless, Daniel	x	
Denniston, Terry		x	Matthews, Matt	x	
Forrest, Tyler		x	Pou, Laure		x
Freeman, Yancy		x	Rogers, Brian	x	
Gendron, Dennis	x		Rumbaugh, Stephen	x	
Gao, Lani		x	Wilferth, Joe		x
Jain, Hemant	x		Wood, Caesar	x	

Agenda for Meeting:

- [ITAC charter documents](#)
- UTC IT Strategic Plan, next steps
- Case Studies in IT Governance
 - What does IT Governance look like in reality? What role can it or should it play in campus life? Below are several questions to get you thinking about the role of the ITAC. Below those questions are several new IT initiatives that we can discuss as a group to help us define this role.
- Recent campus IT initiatives:
 - Security Standards
 - HyperSign
 - Computer Refresh

Due to time, ITAC did not discuss last topic

- Questions around IT Governance:
 - What does a good IT Governance process include?
 - What topics come to ITAC? Who brings forward? Does ITAC ever pull them forward?
 - Is there a form, email or web link? Is documentation required?
 - Is campus-level communication an expectation? If so, what tools should we use?
 - What does workflow look like and how does topic move from IT initiative to the ITAC to ELT?
 - What else?

Action Items from the Meeting:

- TL forward charge for final review to ITAC, then Chancellor
- TL, MM, DG to work on charter documents
- DG to forward draft Strategic Plan

Notes from Meeting:

- ITAC Charter Documents
 - Due to the lack of input on any charter document, the ITAC agreed to discuss the Charge document and agreed that Matt, Dennis, and Theresa would refine the other charter documents and present final drafts to the ITAC.
 - Theresa leads discussion over the draft Charge.
 - Draft Charge:
 - everyone is good (see final draft at end of document)
 - Sample activities: Assist with technology resource management
 - everyone is good with the bullet points
 - Sample activities: Assist with the establishment of technology policy, procedure, and guidelines
 - everyone is good with the bullet points
 - Sample activities: Serve as a communication hub for IT Governance and campus technology
 - Hemant expressed idea that “communication hub” section is more of CIO function
 - This group is responsible for broad, rather than granular communication
 - Remove first bullet point or change “technology” to “governance”
 - Adjust third bullet point - replace “technology” with “governance”
 - Sample activities: Serve as a technology project and group clearinghouse for the campus
 - Hemant wondered if the group will really go through every potential project
 - Dennis asks what is priority in context of all other priorities
 - Theresa reiterates that it is both capture, acting as a shield, and keeping IT in loop
 - Hemant says it wouldn’t be a granular but a high level priority
 - Dennis says we could share the tactical plan (1-3 year plans)
 - Caesar wonders if some of this is an ELT decision
 - Matthew says it affects everyone & who helps coordinate stakeholder needs
 - Examples brought up: VoIP, Lecture Capture, LMS, Web Site
 - Dennis says CIO needs to be in every meeting every day about all projects
 - Dennis says he would like to function as nexus for information to bring to group
 - Hemant says we are confusing current state vs. what it ought to be
 - Drop the first bullet point (“...capture information...”)
 - Hemant wonders if last bullet is necessary or if involved in project level
 - Drop “project” in fourth broad heading and keep clearinghouse
 - Additional:
 - Caesar says in Charge we may need to expand what we mean by IT resources
 - Maybe use “cost-effective use of campus resources for IT projects”
 - Hemant references do strategic plan, then do policies and procedures
 - Dennis asks what the university wants in IT: central, distributed, or hybrid?
 - Dennis noted there several-siloed non-central IT operations with no staff redundancy and that scares him.
 - We could share four high level groupings w/charge (independent of larger bullets)
 - Activities will evolve.

- Strategic Plan
 - Directors one last look at it tomorrow
 - It is an Excel spreadsheet w/text
 - Will be given to Theresa two weeks after
 - After that it goes out to the group
- Recent campus initiatives:
 - Security standards:
 - Some are dictates we have no control over.
 - How can we be pro-active? Things specific to our campus here?
 - Some things may require different or stricter standards.
 - Do we put them on a website? Do we send an email? Does IT?
 - What do we do with it?
 - Dennis - at minimal it goes in the IT newsletter.
 - Does it go to the Chancellor first to send from ELT? Or vice chancellors?
 - Do we recommend awareness of standards at onboarding?
 - Do we literally analyze each initiative and work through how to react?
 - How would any initiative be identical and how would we structure a standard process?
 - To codify things at this moment might be over-engineering or too operational
 - Hypersign:
 - Would we be the group who interacts with departments as part of that need?
 - Or do we simply point them to IT?
 - Is our policy simply “before you buy, consult the service catalog?”
 - Should the service catalog include specific information?
 - Sometimes IT just doesn’t know or doesn’t need to know
 - Dennis would want a decision from Academic Affairs as to our systems
 - Campus Refresh:
 - It is Academic Affairs’ problems? It is all departments’ problems.
 - Help set policy, then walk away until it’s necessary to revisit
 - There will be variance within every project
 - Is there an actual written policy anywhere?
 - Codify Structure of Attending to a Project (Skeletal Process):
 - Identify stakeholders at a broad level
 - Identity a group of people to scope out the project
 - Identify policies, guidelines, and standards
 - Identify communication channels
 - Revisit at project’s end for challenges and successes
 - Suggestion that Cherie come to group and share the list of campus software
 - Matt Matthews would like to bring a document to group around policy guidelines
 - This is around refresh
 - There is going to be a Policy Review Committee up on campus again
 - If this group produces policy, it can go before this group (4 times a year)
 - Monthly meetings for the fall, same time where possible
 - Distinction between UT Policies and UTC Standards going forth

Information Technology Advisory Council
8/2/2018, revised draft charge, per notes of ITAC meeting.

Draft Charge

The Information Technology Advisory Council (ITAC) at UTC serves at the request of the Chancellor and facilitates campus-wide, technology-related conversations and collaborations that guide decision-making and enhance the access and use of information technologies across the campus. The ITAC coordinates technology strategic planning and makes recommendations to the Executive Leadership Team on policies, standards, and priorities, as well as on the cost-effective use of IT resources.

Sample ITAC Activities

Examples of possible ITAC activities are included below, please know Please know this is not a comprehensive list, but rather of common activities undertaken by IT Governance groups elsewhere.

Assist with technology resource management

- Provide shared governance for the prioritization of technology initiatives and projects
- Advocate for campus technology priorities and funding needs
- Make efficiency, cost-sharing, and funding recommendations for IT services and projects

Assist with the establishment of technology policy, procedure and guidelines

- Recommend policies, procedures, and guidelines related to technology purchase, implementation, use, and storage
- Support data strategy and shared governance for data management
- Assist with the promulgation of campus guidelines on security practices and requirements

Serve as a communication hub for IT governance and campus technology

- Serve as a connector to answer governance-related technology questions
- Promote campus technology policies, guidelines, and services
- Provide access to key governance-related documents, communications, standards, and dates
- Provide opportunity for input from the campus community
- Serve as liaison to campus technology stakeholders and a clearinghouse for technology ideas

Serve as a technology clearinghouse for the campus

- Promote strategic use of technology resources
- Assist in the setting of strategic direction for technology
- Help projects achieve results by strengthening business cases, alignment, timing, and collaborations that might be needed for success