UCF IT Governance Overview, Framework and Onboarding

ITPRO Governance Subcommittee
Overview

UCF IT Governance
Overview

**What is IT Governance?**

**Who can participate in IT Governance?**

**Why should I participate in IT Governance?**

**How can I participate in IT Governance?**
What is IT governance?

A functional organization that strives to:

- Maintain **high-quality information** to support business decisions.
- **Achieve strategic goals and realize business benefits** through effective and innovative use of IT.
- **Achieve operational excellence** through the reliable and efficient application of technology.
- **Maintain IT-related risk** at an acceptable level.
- **Optimize the cost** of IT services and technology.
- **Comply** with ever-increasing relevant laws, regulations, contractual agreements and policies.

*Source: COBIT 5 Framework, ISACA*
Why participate in IT governance?

- Communicate and collaborate on needs that IT can address
- Influence decisions on how IT is used to address the needs of students, faculty and staff
- Add value to the institution and your unit
- Save money for the institution and your unit
Who can participate in IT governance?

Any group that has a stake in the use of information technology on campus, and completes the IT governance onboarding process.
How to participate in IT governance

Governance Committees can create affinity, advisory or standards committees and sub-committees that align with their charter, at which time the requirements will need to be followed to be recognized.

Existing groups not created by existing governance committees (ex. ITPRO and ITSGC) will follow the IT governance onboarding process.

Community groups can be formed, but will not be part of governance until completion of the IT governance onboarding process.
Framework

ITPRO Governance Subcommittee
Proposed UCF IT Governance Organization 1.4

Community Groups

Primary Governance Groups

IT Professionals

Strategic Governance

Enterprise Applications

Service Portfolio Categories

Community Groups

IT Management Structure

Strategy and Planning
Service Delivery
Client Services
Security Operations

Campus Governance and Administration

Faculty Senate
Data Governance
Business Process Governance
Communications Governance
Audit
Information Security
Teaching
Research
Legal
Facilities and Safety
...

UCF
## IT Governance Terminology

<table>
<thead>
<tr>
<th>Name or Type</th>
<th>Focus</th>
<th>Description</th>
<th>Outcomes</th>
<th>Longevity</th>
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</thead>
<tbody>
<tr>
<td>Community Group</td>
<td>Sharing interests, communication</td>
<td>Level 4 universitywide umbrella group – includes Standards, Affinity and Advisory Committees</td>
<td>Refer to groups below</td>
<td>Permanent/Temporary</td>
</tr>
<tr>
<td>Standards Committee</td>
<td>IT-related policy and standards for a particular function or service</td>
<td>Level 4 universitywide IT group that identifies, creates and maintains standards for a particular function or service, offering standards for review and approval to the appropriate governance committees</td>
<td>Minutes, recommendations, procedures, standards</td>
<td>Permanent/Temporary</td>
</tr>
<tr>
<td>Affinity or Advisory Committee</td>
<td>Sharing interests, communication</td>
<td>Level 4 universitywide group that meets to communicate on mutual interests regarding university-related IT topics.</td>
<td>Minutes, recommendations, procedures</td>
<td>Permanent/Temporary</td>
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<tr>
<td>Governance Group</td>
<td>IT-related governance, policy for a particular initiative or function</td>
<td>Level 3 universitywide IT group that reviews policies and considers the universitywide implications policy or technical changes that might occur.</td>
<td>Minutes, decisions, recommendations, policy, procedures</td>
<td>Permanent</td>
</tr>
<tr>
<td>IT Professionals</td>
<td>IT-related governance, standards approval, recommendations, mediation of governance</td>
<td>Level 2 universitywide IT group that reviews policies and assists the IT Strategic Governance Committee with strategic IT recommendations and IT expertise.</td>
<td>Minutes, decisions, recommendations, policy, procedures</td>
<td>Permanent</td>
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<tr>
<td>Enterprise Applications</td>
<td>Universitywide governance, standards approval, recommendations</td>
<td>Level 2 universitywide group that reviews and decides on changes regarding functionality, implementation and development of enterprise applications such as PeopleSoft Campus Solutions, Human Capital Management, Financial Management and Customer Relationship Management</td>
<td>Minutes, decisions, recommendations, policy, procedures</td>
<td>Permanent</td>
</tr>
<tr>
<td>IT Strategic Governance</td>
<td>Universitywide governance, policy, approval, prioritization</td>
<td>Level 1 universitywide group that provides ultimate authority and prioritization recommendations for IT related to demand, policies and services.</td>
<td>Minutes, decisions, policy, procedures</td>
<td>Permanent</td>
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## Governance Participation Responsibilities and Capabilities

<table>
<thead>
<tr>
<th>Responsibilities (Must)</th>
<th>Capabilities (Can Do)</th>
</tr>
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<tbody>
<tr>
<td><strong>Affinity and Advisory Committees</strong></td>
<td></td>
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<tr>
<td>• Maintain a charter approved by parent governance group</td>
<td>• Make recommendations to parent standards or governance committee</td>
</tr>
<tr>
<td>• Obtain a sponsor by a standards or governance group</td>
<td>• Collaborate with other standards or governance committees on recommendations and decisions outside of the charter scope</td>
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<tr>
<td>• Designate official communications channel</td>
<td></td>
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<tr>
<td>• Ensure inclusion on official list of governance groups</td>
<td></td>
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<tr>
<td>• Designate point of contact</td>
<td></td>
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<tr>
<td>• Participate in renewal process (TBD) to remain active (otherwise can be sunset)</td>
<td></td>
</tr>
<tr>
<td>Responsibilities (Must)</td>
<td>Capabilities (Can Do)</td>
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<tr>
<td>-------------------------</td>
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</tr>
<tr>
<td><strong>Standards Committees</strong></td>
<td></td>
</tr>
<tr>
<td>All Affinity and Advisory requirements, plus:</td>
<td></td>
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</tbody>
</table>

- Maintain a roster of participants
- Publish meeting minutes (internal to governance)
- Publish meeting schedule (internal to governance)
- Publish agenda prior to meetings (internal to governance)
- Communicate all decisions in a timely manner (internal to governance)
- Periodically report key decisions and other happenings (internal to governance)

- Make decisions within scope of the charter
# Governance Participation Responsibilities and Capabilities

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<tr>
<td><strong>Governance Groups (Level 3 and higher)</strong></td>
<td></td>
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<tr>
<td>Adhere to Affinity, Advisory and Standards requirements, plus:</td>
<td></td>
</tr>
<tr>
<td>• Publish meeting minutes (publicly)</td>
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Onboarding

UCF IT Governance
IT Governance Onboarding Process

1. **Evangelize**: this webinar, other communications to inform of the IT Governance Process

2. **Discover**: your call to action after this webinar

3. **Organize and Review**: We will review entries and reach out as needed to those participating in discovery

4. **Present for Approval**: We will develop a 1.0 version of the UCF IT Governance Organization, present to ITPRO for approval and adoption
Step 2. Discover

- All existing *and* new groups go through Discovery
- Complete Discovery form (Qualtrics)
- **This round:** Discovery period is now until 6/29/18
Step 2. Discovery – sample questions

1. What is the current name of your group or committee?
2. Who are the main contacts, chairs, co-chairs, or facilitators of your group or committee?
3. What best categorizes your level of face-to-face meeting frequency?
4. Describe the type of activities this group or committee does.

What categories do you see best fit the work your committee or group does?

- Teaching and Learning Services
- Research Computing Services
- End-Point Computing Services
- Infrastructure Services
- IT Professional Services
- Information Security Services
- Platform Services
- Communication and Collaboration Services
- Enterprise (Business) Application Services
- Delivery Services
- Emerging Services
Next Steps

- Community groups (you) fill out the discovery form
- ITPRO Subcommittee (we) will:
  - **Step 3** - Organize and Review: review entries and reach out as needed to those participating in discovery
  - **Step 4** - Present for approval 1.0 version: Develop a 1.0 version of the UCF IT Governance Organization, present for approval to ITPRO
  - Iterate, working with established governance to flesh out details to help improve and streamline communication and decision-making (communication channels, processes, etc.)
Questions?

http://ucf.qualtrics.com/jfe/form/SV_07lv1GpCNuzj8e9