

CHARTER
UCF IT PROFESSIONALS COMMITTEE
August 26, 2015

Mission: The mission of IT Professionals Committee is to review the strategic and operational needs of service delivery to UCF utilizing technology. The committee will work to establish a comprehensive UCF IT community by identifying areas of opportunity to enhance capability, efficiency, effectiveness and consistency through a transparent process. This mission is institution-wide, and will be accomplished through:

- strategic alignment of IT investments and projects with university goals and objectives;
- risk management to ensure that IT initiatives are consistent with UCF's risk posture;
- value delivery in the form of economic, performance, efficiency, competitive, or other advantages to the university or one or more of its constituent parts; and
- resource management improvements to be achieved through increased use of standards and IT shared services.

Charge: The IT Professionals Committee is charged to accomplish its mission through the following:

- Work collaboratively to address the findings of the McGladrey report
Improve and align services to the needs of the university community, enhance quality of service, and optimize resources for effective service delivery.
- Identify and pursue opportunities for the development and adoption of IT shared services
Review current processes across the UCF community and pursue opportunities for development and adoption. Propose impactful solutions to the university by leveraging economies of scale, establishing commonalities, and understanding unique environmental needs.
- Assist the IT Strategic Governance Committee to gain oversight of campus IT projects and IT spending
Develop a methodology to present a comprehensive view of information technology resource consumption including human capital, technology investments, processes and deliverables.
- Assist in the development of campus-wide IT standards and policies
Review, identify and develop opportunities for adoption of standards and policies. Establish open communication by developing proper channels to allow for a comprehensive UCF IT solution.

Membership: A list of current committee members can be found at http://itr.ucf.edu/SharedServices/IT2020_%20IT%20Professionals%20Committee.pdf

Committee members are expected to attend meetings, but if attendance is not possible, members should not send substitutes.

Term of Appointment: Committee members will serve two-year terms. Beginning in year three one-half of committee members, to be randomly selected, will roll off the committee each year. Committee members whose term has expired are eligible for re-appointment after one year. The CIO will determine a process for new member selection that are representative of the UCF IT community. In the occurrence an active committee vacates the appointment, it is at the discretion of the CIO to assign a replacement.

IT Shared Services: The *IT2020* initiative is a project aimed at optimizing information technology service delivery and cost consistent with the findings of the 2015 McGladrey report ([http://itr.ucf.edu/McGladrey Presentations/UCF IT Shared Services Provost Council 3-16-15.pdf](http://itr.ucf.edu/McGladrey%20Presentations/UCF%20IT%20Shared%20Services%20Provost%20Council%203-16-15.pdf)). Expected outcomes of the *IT2020* shared services initiative are to:

- enable campus units to focus on their core competencies and missions by migrating IT resources to the Shared Service Center;
- share best practices and improve overall operational effectiveness
- reduce the overall cost of information technology service delivery while maintaining or increasing quality and reliability;
- allow ease of scalability for campus units without carrying fixed costs;
- ensure consistency and quality through the development and application of standards;
- increase levels of expertise by clustering subject matter experts;
- align staff positions with appropriate position titles, descriptions, and qualifications, thereby provide a larger and better defined career ladder for campus IT professionals and improving employee productivity and job satisfaction;
- bring major IT projects under coordination by the IT Project Management Office;
- guarantee service levels through service level agreements (SLAs); and
- lower operating costs through elimination of unnecessary redundancy, de-duplication of resources, and resource sharing.