



UCF IT Governance Overview, Framework and Onboarding

ITPRO Governance Subcommittee



Information
Technology

ITPRO Governance Subcommittee

Joe Alcala
Scott Baron
Bryce Jackson
Larry Jaffe
Felicia Kendall
Tim Larson

Joel Lavoie
Todd McMahon
Tim Neubrandner
JP Peters
Alan Stevens



Information
Technology

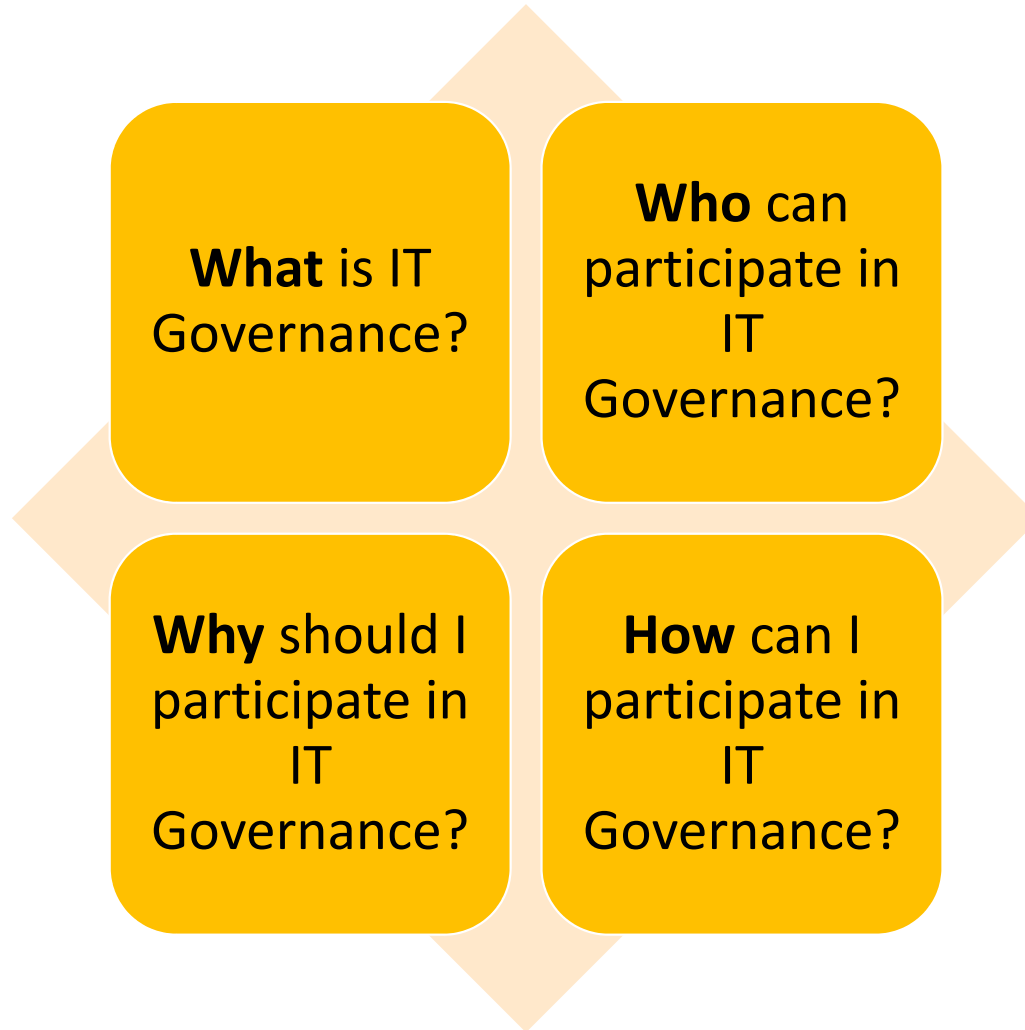
Overview

UCF IT Governance



Information
Technology

Overview



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**.

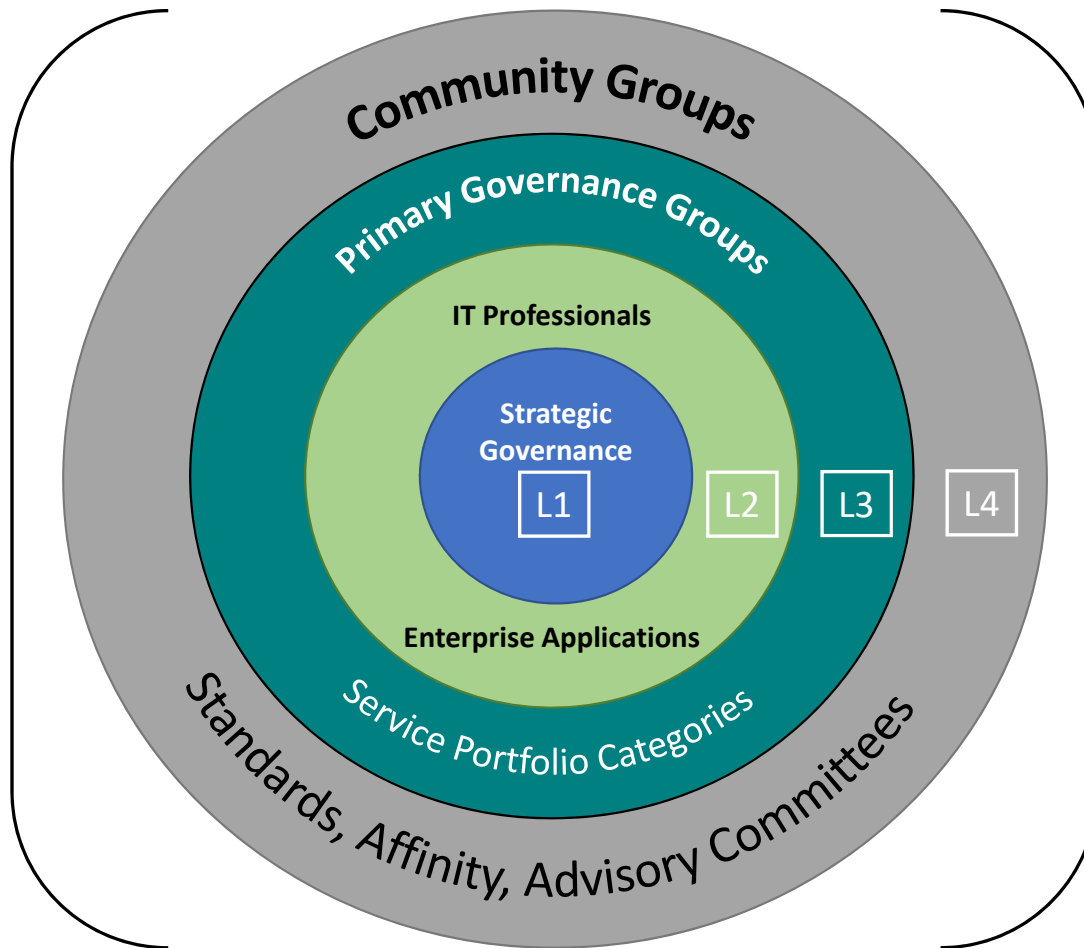
Framework

ITPRO Governance Subcommittee



Information
Technology

Proposed UCF IT Governance
Organization 1.4




**Campus Governance and
Administration**

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

IT Management Structure

Strategy and Planning
Service Delivery
Client Services
Security Operations

IT Governance Terminology

Name or Type	Focus	Description	Outcomes	Longevity
Community Group	Sharing interests, communication	Level 4 universitywide umbrella group – includes Standards, Affinity and Advisory Committees	Refer to groups below 	Permanent/ Temporary
Standards Committee	IT-related policy and standards for a particular function or service	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.	Minutes, recommendations, procedures, standards	Permanent/ Temporary
Affinity or Advisory Committee	Sharing interests, communication	Level 4 universitywide group that meets to communicate on mutual interests regarding university-related IT topics.	Minutes, recommendations, procedures	Permanent/ Temporary
Governance Group	IT-related governance, policy for a particular initiative or function	Level 3 universitywide IT group that reviews policies and considers the universitywide implications policy or technical changes that might occur.	Minutes, decisions, recommendations, policy, procedures	Permanent
IT Professionals	IT-related governance, standards approval, recommendations, mediation of governance	Level 2 universitywide IT group that reviews policies and assists the IT Strategic Governance Committee with strategic IT recommendations and IT expertise.	Minutes, decisions, recommendations, policy, procedures	Permanent
Enterprise Applications	Universitywide governance, standards approval, recommendations	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	Minutes, decisions, recommendations, policy, procedures	Permanent
IT Strategic Governance	Universitywide governance, policy, approval, prioritization	Level 1 universitywide group that provides ultimate authority and prioritization recommendations for IT related to demand, policies and services.	Minutes, decisions, policy, procedures	Permanent

Governance Participation Responsibilities and Capabilities

Responsibilities (Must)

Capabilities (Can Do)

Affinity and Advisory Committees

- Maintain a charter approved by parent governance group
- Obtain a sponsor by a standards or governance group
- Designate official communications channel
- Ensure inclusion on official list of governance groups
- Designate point of contact
- Participate in renewal process (TBD) to remain active (otherwise can be sunset)

- Make recommendations to parent standards or governance committee
- Collaborate with other standards or governance committees on recommendations and decisions outside of the charter scope

Governance Participation Responsibilities and Capabilities

Responsibilities (Must)

Capabilities (Can Do)

Standards Committees

All Affinity and Advisory requirements, plus:

- | | |
|--|--|
| <ul style="list-style-type: none">• 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) | <ul style="list-style-type: none">• Make decisions within scope of the charter |
|--|--|

Governance Participation Responsibilities and Capabilities

Responsibilities (Must)

Capabilities (Can Do)

Governance Groups (Level 3 and higher)

Adhere to Affinity, Advisory and Standards requirements, plus:

- Publish meeting minutes (publicly)
- Publish meeting schedule (publicly)
- Publish agenda prior to meetings (publicly)
- Communicate all decisions in a timely manner (publicly)
- Periodically report key decisions and other happenings (publicly)

An abstract sculpture in a dark, metallic material, possibly bronze or steel, with a prominent, stylized dollar sign (\$) carved into its surface. The sculpture is set against a dark, textured background. The lighting is dramatic, highlighting the contours of the sculpture and the dollar sign.

Onboarding

UCF IT Governance



Information
Technology

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

