Western Carolina University
IT Governance and Prioritization

Initially approved: *August 16, 2010 by Executive Council*
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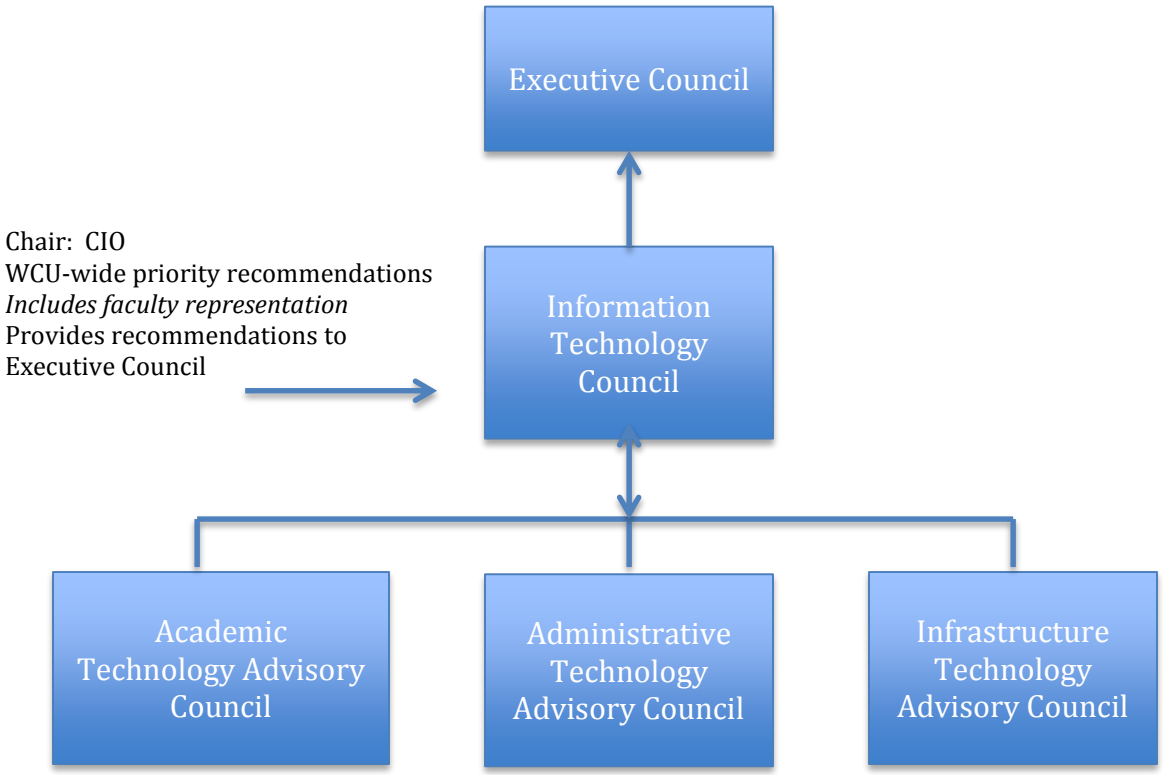
Administering Office: *Office of the CIO*



In recognition of the critical role that constituents play in the effective and efficient operation of IT Services at Western Carolina University, the following governance structure exists to ensure that policies, standards, and priorities mirror the needs of users in supporting the mission of the university. The IT Division seeks to create a transparent governance process with all governance meetings open to the campus community, meeting dates announced in the IT Weekly Update, and meeting minutes available for review on the WCU Hub.

Through IT's Office of Academic Engagement and IT Governance, the governance process functions so that there is in essence an "on-going discussion" with key stakeholders with respect to input, topics, needs, priorities, and analysis – and this will occur not just within the governance meeting structure. This provides greater dialog and understanding regarding needs and priorities for university IT efforts to improve the student learning experience, enhance decision making, and advance overall administration efficiency and effectiveness. In addition, working with the IT Office of Project Management, the Director of Academic Engagement and IT Governance receives requests for IT projects from the campus community. All requests will be analyzed for their relationship to the mission and strategic directions of the university as well as for total cost of operations.

The above information will serve as the basis for governance committee discussion and decisions concerning strategic directions, priorities, capabilities, and policies.

Executive Council

The role of the University's Executive Council is to make final decisions concerning university wide policies, standards and priorities related to the use of technology within the university environment. Membership on Executive Council includes the Chancellor, Chief of Staff, Provost, Chief Information Officer, Vice Chancellor for Student Affairs, Vice Chancellor for Administration and Finance, Chief Counsel and Director of Athletics.

Information Technology Council

Charge: The Information Technology Council of Western Carolina University serves at the behest of the Chancellor to make wide priority recommendations to the Executive Council concerning policies, standards, priorities, acquisition, distribution, use, and maintenance of information technologies. The Council addresses major technological strategies and priorities with campus wide implications to ensure they are consistent with the mission of the university in the most effective and efficient manner possible. The Council also assures that appropriate business processes related to the technology are in place. The Information Technology Council makes recommendations to the Executive Council for action.

Membership

The following are permanent members of the ITC:

- Chief Information Officer, Chair
- Provost
- Vice Chancellor for Student Affairs
- Vice Chancellor for Finance and Administration
- Dean, Library Services
- Internal Auditor

The following serve a two-year appointment:

- Two Deans of the six academic colleges and schools appointed by the Provost (terms will be staggered) -- one will also serve on the Academic Technology Advisory Committee and the other will also serve on the Administrative Technology Advisory Committee. These appointments should rotate among the deans.
- One member of the Faculty Senate appointed by the Chair of the Faculty and one faculty member recommended by the Senate and appointed by the Chair of the Faculty Senate (terms will be staggered)
- One Staff Senate member appointed by the Chair of the Staff Senate

Advisory Committees

Three advisory committees serve at the request of the Information Technology Council to provide information and recommendations concerning information technology. They consider strategies and priorities from three sources: 1) those they deem important for discussion 2) those brought to members by others in the university 3) those referred to the advisory committee by the ITC or CIO for study, discussion, and recommendations. These committees may also receive recommendations from college technology committees. The three advisory committees are:

- Academic Technology Advisory Committee
- Administrative Technology Advisory Committee,
- Infrastructure Technology Advisory Committee

Advisory committees keep minutes and report discussion items and recommendations to the ITC.

Meetings and Communication/Record Keeping

All meetings are open to the campus community. The ITC meets on a regular basis to consider action items from the previous meeting, new items, as well as recommendations and reports from advisory committees.

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 items on the agenda are communicated to the chair at least one week prior to the meeting date. New business can be introduced and considered when appropriate. Minutes and meeting notes are kept and posted where campus constituents may view them. The committee needs to meet at least once each semester.

These requirements apply to advisory committees as well.

Decision Making

A quorum, consisting of 33% of membership, must be present for the ITC to take any official action. Consensus is preferred but formal votes may be taken in the event of differing opinions. All members present must vote; abstentions are not permitted. A member must be present to vote. Proxies are not permitted. Decisions take the form of recommendations to the Executive Council.

Academic Technology Advisory Committee

Charge

The Academic Technology Advisory Committee is a University Committee charged with receiving, developing, and submitting recommendations related to the use of technology for teaching, learning, research and scholarship to the Information Technology Council. The committee also reviews new building and renovation projects that are pertinent to the academic environment. Decisions are made in the context of what is best from a university perspective. This committee serves an advisory role to the ITC and reports to the CIO and chair of the ITC.

Function

- The Academic Technology Advisory Committee receives suggestions, recommendations, inquiries and proposals concerning the application of technology to teaching, learning, research and scholarship.
- The committee provides recommendations related to IT priorities and the academic technology roadmap for the university.
- The committee shall determine whether to consider, amend, accept, or reject proposals. If accepted or amended, proposals will be submitted with recommendations to the ITC.
- On occasion, the Academic Technology Advisory Committee may be assigned to research and consider matters related to teaching, learning, and research technology matters and to report findings to the ITC.
- To conduct the business of the committee, the Academic Technology Committee has the option to solicit information and assistance from other campus offices and groups as needed.
- The Academic Technology Advisory Committee acts in an advisory capacity and is not a policy making body but it may submit what it deems as necessary and appropriate to the ITC. This committee does not involve itself in the ordinary processes and functions of administrative offices unless requested by those office heads or the Executive Council to do so.
- The Academic Technology Advisory Committee will submit a written report of its activities annually to the ITC, including any formal resolutions or recommendations adopted by the committee.

Membership

The following are permanent members of the Academic Technology Advisory Committee:

- Registrar
- Director of the Coulter Faculty Commons
- Director of Academic Engagement and IT Governance
- Director of Instructional Technology and Desktop Services

The following serve a two-year appointment:

- One faculty member from each of the six colleges and the library appointed by the respective dean.
- One faculty member appointed by the dean of the Graduate School
- One representative from International and Extended Programs
- One dean appointed by the Provost (which will also serve on the ITC)

The following serve a one-year appointment:

- One dean appointed by the Provost
- One department head appointed by the Provost

Chair

The Chair will be elected by the committee and will serve a one year term and be eligible for re-election but may serve no more than two consecutive terms. The chair will work with the Director of Academic Engagement and IT Governance to convene the meetings, develop the agenda, cast a vote on all motions and arrange minutes of the meeting.

Terms

Membership on the Academic Technology Advisory Committee for faculty representing the colleges is for a two-year term.

Meeting Times

Meeting times are established by the committee to accommodate the class schedules of as many members as possible. The committee will meet at least once during fall semester and at least once during spring semester.

Meetings and Communication/Record Keeping

All meetings are open to the campus community. The Academic Technology Advisory Committee meets on a regular basis to consider action items from the previous meeting as well as new items.

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 items on the agenda are communicated to the chair at least one week prior to the meeting date. New business can be introduced and considered when appropriate. Minutes and meeting notes are kept and posted where campus constituents may view them. The committee needs to meet at least once each semester.

Decision Making

A quorum, consisting of 33% of membership, must be present for the committee to take any official action. Consensus is preferred but formal votes may be taken in the event of differing opinions. All members present must vote; abstentions are not permitted. A member must be present to vote. Decisions take the form of recommendations to the ITC.

Administrative Technology Advisory Committee

Charge

The Administrative Technology Advisory Committee will advise the Information Technology Council concerning the collection, maintenance, and utilization of administrative information along with related systems, procedures, policies, priorities, and business processes. Decisions are made in the context of what is best from a university perspective. The committee serves an advisory role to the ITC and reports to the CIO and chair of the ITC.

Function

- The Administrative Technology Advisory Committee receives suggestions, recommendations, inquiries, and proposals regarding the application of technology and business processes to administrative activities from the faculty, staff, administrators, and governance groups across the campus.
- The committee determines if proposals will be considered, amended, accepted, or rejected. Those accepted or accepted with amendments will be submitted with recommendations to the ITC.
- On occasion, the Administrative Technology Advisory Committee may be asked to research and consider specific technology matters and to report its findings to the ITC.
- To conduct the business of the committee, the Administrative Technology Advisory Committee has the option to solicit information and assistance from other campus offices and groups as needed.
- The Administrative Technology Advisory Committee acts in an advisory capacity and is not a policy making body but it may submit what it deems as necessary and appropriate to the ITC. This committee does not involve itself in the ordinary processes and functions of administrative offices unless requested by those office heads or the Executive Council to do so.
- The Administrative Technology Advisory Committee will submit a written report of its activities annually to the ITC, including any formal resolutions or recommendations adopted by the committee.

Membership

The following are permanent members of the Administrative Technology Advisory Committee:

- Associate Vice-Chancellor for Administration and Finance
- Member for Student Affairs, appointed by Vice Chancellor Student Affairs
- Assistant Vice-Chancellor for Planning and Effectiveness
- Registrar
- Director of Applications and Systems, Associate CIO
- Manager, IT ERP Services
- Director of Marketing

The following serve a two-year appointment:

- Academic Dean appointed by the Provost (which will also serve on the ITC)
- Academic Department Head appointed by the Provost
- Faculty Member Appointed by the Faculty Senate

- Staff Senate Member Appointed by the Staff Senate
- A Dean's Administrative Assistant Appointed by the Provost

The following serve a one-year appointment:

- An at large member from each of the following administrative divisions / user communities appointed by the respective division Vice Chancellor:
    - Student Affairs
    - Administration and Finance
    - Development Office

  The ITC will give final approval.

Chair

The Administrative Technology Advisory Committee will select its chair from the membership by majority vote. The chair will serve a one year term and be eligible for re-election but may serve no more than two consecutive terms. Working with the Director of Academic Engagement and IT Governance, the chair shall convene all meetings, develop the agenda, cast a vote on all motions, and arrange for minutes of the meeting.

Meeting Times

Meeting times will be established by the committee to accommodate the schedules including class schedules of as many members as possible. The committee will meet at least once during fall semester and at least once during spring semester.

Meetings and Communication/Record Keeping

All meetings are open to the campus community. The Administrative Technology Advisory Committee meets on a regular basis to consider action items from the previous meeting and new items.

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 items on the agenda are communicated to the chair at least one week prior to the meeting date. New business can be introduced and considered when appropriate. Minutes and meeting notes are kept and posted where campus constituents may view them. The committee needs to meet at least once each semester.

Chairs of the College Technology Committees will receive copies of the agenda and minutes of meetings.

Decision Making

A quorum, consisting of 33% of membership, must be present for the committee to take any official action. Consensus is preferred but formal votes may be taken in the event of differing opinions. All members present must vote; abstentions are not permitted. A member must be present to vote. Decisions take the form of recommendations to the ITC.

Infrastructure Technology Advisory Committee

Charge

The Infrastructure Technology Advisory Committee will advise, provide input, and develop recommendations to the Information Technology Council concerning WCU's matters of acquisition, access, policies, standards, procedures and priorities related to technology infrastructure. The committee will also review all new building projects and renovations. Decisions are made in the context of what is best from a university perspective. The committee serves an advisory role to the ITC and reports to the CIO and chair of the ITC.

Function

- The Infrastructure Technology Advisory Committee will make recommendations for coordinated campus-wide standards and architecture related to networking, telecommunications, security, hardware and software platforms, desktop configuration for faculty and staff, and interconnectivity.
- The committee will recommend policies and procedures related to network design and bandwidth utilization, prioritization of projects, access to network resources, internet access, hardware and software replacement cycles, support, maintenance and training, and (in consultation with the chair of the Academic Technology Council) instructional technologies
- The committee will evaluate newer technologies

Membership

The following are permanent members of the Infrastructure Technology Advisory Committee:

- Director of Applications and Systems, Associate CIO
- Chief Technologist, Assistant CIO
- Director of Networking and Communications
- Director of Instructional Technology and Desktop Services

The following serve a two-year appointment and are appointed by supervisors of their division:

- Dean appointed by the Provost
- Appointed member from Hunter Library
- Appointed member from International and Extended Programs
- Appointed member from the Chief of Staff
- Appointed member from Student Affairs
- Appointed member from Facilities Management

The following serve a two-year appointment:

- Staff Senate Member Appointed by the Staff Senate

The following serve a one-year appointment:

- Faculty member appointed by the Faculty Senate Chair
- A representative from a college or school with permission to manage their own servers, appointed by the Provost

Chair

The Infrastructure Technology Advisory Committee will select its chair from the membership by a major vote of the members. The chair will serve a one year term and be eligible for re-election but may serve no more than two consecutive terms. Working with the Director of Academic Engagement and IT Governance, the chair shall convene all meetings, develop the agenda, cast a vote on all motions, and arrange for minutes of the meeting.

Meeting times

Meeting times will be established by the committee to accommodate the schedule, including class schedules of as many members as possible. The committee will meet at least once during fall semester and at least once during spring semester.

Meetings and Communication/Record Keeping

All meetings are open to the campus community. The Infrastructure Technology Advisory Committee meets on a regular basis to consider action items from the previous meeting and new items.

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 items on the agenda are communicated to the chair at least one week prior to the meeting date. New business can be introduced and considered when appropriate. Minutes and meeting notes are kept and posted where campus constituents may view them. The committee needs to meet at least once each semester.

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