

Business Services Committee

1:30-3:00p.m., September 2, 2016, FAC 228D

I. 1:30-2:15pm How IT Governance Works

II. 2:15-3:00 IT Governance Priorities (2015-2016)

The University of Texas at Austin

Office of the Chief Information Officer

About IT Governance

The IT governance structure, under the auspices of the Chief Information Office (CIO), establishes the strategic, operational, and technical decision-making process required to ensure IT enables the University to excel in its mission. IT governance provides strategic leadership, establishes campus-wide IT priorities and policies, and is accountable and transparent to the University community. The following diagram illustrates the committee structure for IT governance at the University.



General Responsibilities of IT Governance Committees

The IT governance structure as a whole is responsible for the following:

- Establishing and communicating a campus-wide IT vision that supports the University mission and goals
- Establishing IT policies that support strategic, campus-wide IT priorities
- Establishing an overall IT budget structure for total IT spend on campus, starting with ITS
- Defining technical architecture and standards for the University
- Establishing best practices and tools for IT across campus

IT Governance Values

For IT governance to be successful, the committees must hold the following values:

- **Transparency** — Governance structure and process must be clear. How decisions are made and who has input rights and decision-making rights must be readily apparent to campus.
- **Communication** — Communication must occur into, out of, and across the committees and with campus.
- **Accountability** — Committees and task forces must be held accountable for delivering on their responsibilities. Clear escalation paths for issue resolution must be defined and outlined in charter documentation.

- Responsibility — Governance structure must focus on decision making and results more so than implementation and project management.
- Appropriate representation — Constituency groups across campus must be represented.
- Active support — Governance structure requires staff to support the process. Agenda setting, meeting logistics, issue tracking, and communication are all essential aspects of active support.

Governance Membership

Committee membership is designed to be representative of the campus population. Generally, members are selected to represent academic and research units of varying size, administrative units of varying size, and the student body.

Agenda Setting

Members of each committee propose agenda items to be discussed in their respective committees. Agenda items can also be suggested by anyone in the UT community by directly contacting a committee member, a committee chair or the CIO's office. Agenda items reflect campus IT priorities and emergent topics and are collected on a monthly basis and organized into a timeline for presentation that is determined by the committee chairs and finalized by the Chief Information Officer. To support transparency and full participation, topic presenters are asked to create a one-page brief of their topic. These briefs are compiled with the meeting agenda, administered to the committee for discussion, and published on the CIO website.

Projects

IT governance committees focus on setting direction, decision making, and ensuring accountability rather than implementation responsibilities or IT project management. Committees can, however, ask for and receive presentations and updates on projects from any project teams or steering committees as needed.

Funding Continuum

Projects are funded through four mechanisms; local funding, aggregate funding, aggregate funding with partial central support, and common good funding.

IT Governance Continuum of Funding

Locally Funded	Aggregate Funding	Aggregate + Partial Central Subsidy	Common Good
Echo 360	Media Site	Adobe Connect	Encryption Software
Canvas for Non-Traditional Students	MatLab		Canvas for Traditional Students
Computer Aided Design			CrashPlan for Faculty
			UT Mail
			Help Desk

IT Governance Priorities in Support of Excellent, Effectiveness, and Efficiency – FY 2015-2016

Oversee the Administrative Systems Modernization Program

The Business Services Committee (BSC) will oversee the implementation of modern administrative systems leveraging Workday. Workday is a cloud-based Software as a Service (SaaS) solution for human resources, payroll, finance, and procurement. The target date for go-live is January, 2017. In the coming year, requirements for a Student Information System will be created, the Change Coordination Committee will be launched, and a funding framework for campus transition and readiness to Workday will be developed.

Implement the Technical Architecture for the Administrative Systems Modernization Program

The BSC and the IT Architecture and Infrastructure Committee (AIC) will oversee implementation of the new technical architecture for administrative systems, including ServiceNow. ServiceNow is a cloud-based SaaS which will become the core service management tool for improving service delivery on campus. Applications will continue to migrate off the mainframe.

Enhance the Research Computing Infrastructure

Based on input from the Research and Educational Technology (R&E) Committee and C-13, partner with TACC and UT System to enhance and increase the research computing infrastructure.

Build Digital Asset Management Core System

Build the Digital Asset Management System in the open-source Islandora environment. Develop funding, resource, and contracting structure for the new digital asset management system, which will be hosted in partnership with UT Libraries.

Determine the Building Security System Replacement Approach

Last year, a funding strategy for the on-going operation of the Building Access Control System (BACS) was developed and approved through IT governance. This year, we will begin to remove BACS alarm points where no longer needed. BSC will determine the BACS replacement approach.

IT Architecture and Infrastructure Project Oversight

Several ongoing ITS projects will receive oversight from the AIC including the implementation of SailPoint authorization tool, managed Drupal, Duo, and Office 365 improvements.

Campus Network Enhancements

Increase the network speed to 100Gbps. Develop evolutionary network enhancements including the new data center network architecture, wired auto-port configuration/802.1x, and Network Address Translation changes (wired for units/wireless) which will advance the campus network infrastructure.

Systems Management and Remote Support

AIC will assess systems management and remote access tools and build an IT role definition schema to define the requirements, privileges, and expectations that come with various IT roles across campus. Leverage remote support solutions like Bomgar and Puppet to enhance remote campus and service access.

Research and Educational Technology Policy Review

R&E and C-13 committees will review policies related to online learning solutions, cloud computing, drone usages for research and educational purposes, iClicker, web conferencing, and data mining of students, faculty, and staff.

Efficiency, Effectiveness, and Excellence in Business Information Products and Services

The BSC will ensure alignment with the President's stated goals of Efficiency, Effectiveness, and Excellence in business information products and services.

Implementation and Ongoing Projects

Projects that will be implemented or partially implemented in the 2015-2016 fiscal year include continued Office 365 deployment, expansion of the Box cloud-storage solution, and retirement of under-utilized ITS services. UT Learn, our new staff training system will be deployed.