Washtenaw Community College

Charter for

Information Technology Governance

Introduction

Technology governance consist of a structure for effective decision making and the associated guidelines and practices that emerge from the governance process. Communicating the results of the governance process is an important outcome of the process.

WCC IT Governance Goals

Based on an IT Assessment by CampusWorks, best practice research, and WCC input and discussion, the following goals were identified for IT governance. These include:

- IT governance shall provide an efficient mechanism for input and feedback from across the College regarding IT services and needs.
- IT governance shall assist in identifying and developing Information Technology services required for changing College goals.
- IT governance shall assist in the prioritization of IT projects and service development.
- IT governance shall make recommendations regarding IT services to the president and senior leadership.
- IT governance shall serve primarily in an advisory capacity, working within the overall college organizational structure.

IT Governance Meetings and Structure

The IT governance meetings (ITGM) will occur inside of the Student Success Committee. Furthermore, Information Technology and Security governance will utilize existing committee and workgroup structures wherever possible. To streamline the process, any number of temporary working groups may be established depending on specific projects and issues. It is also anticipated that additional temporary or regular members and guests will be in attendance from time to time to address specific topics and projects.

Student Success Committee

The Student Success Committee serves as the senior and deciding IT governance body. Currently the Student Success Committee consists of:

- President
- Vice President & Chief Financial Officer
- Vice President, Student and Academic Services
- Vice President, Instruction
- Vice President, Economic, Community & College Development
- General Council

- For IT Governance meetings (hereafter referred to as ITGM):

    o CIO
    o Chief of Staff

It is also anticipated that additional guests will be required to attend the ITGM from time to time to address specific topics and projects. In general, the IT Governance meetings will serve the roles below:

- Review and approve technology goals, objectives, strategies, priorities and major projects.
- Review the IT plan
- Review and decide on IT Guidance
- Discuss and evaluate technology product and services referred by the IT councils and working groups
- Ensure the institution maintains diligence in compliance and Information Security efforts

IT Governance meetings (ITGM) will be co-led by the President and the CIO.

IT Governance approval Process.

The Student Success Committee in a regular ITGM shall set rules on the prioritization and approval of all IT assessments, including projects involving a purchase of new services or software. Any exception to this process shall be approved by the president or CIO.

All technology requests shall follow the process set by the ITGM.

Each Vice President shall establish their internal vetting process, including college input and feedback to manage and approve their technology requests for vetting.

Each VP shall maintain a prioritized list of their projects which they shall provide to the ITC prior to any meeting where prioritization or approval is to occur. IT project managers will maintain a master list prioritized by the ITC.

Regardless of the department of origin, all request for new technology services, 3rd party applications, and technology projects must go through the IT Governance Process prior to the acquisition process. The process shall include:

1. Begins with an idea vetted through a department.
2. A request is filled out entirely by the business unit and approved by the vice president of the requesting department using their committee and meeting structures for vetting purposes.
3. If Approved for vetting by the Departmental VP, the request will go to the IT Project Management Office for assessment.
4. The IT PMO will iteratively vet and scope with the business functional areas and indicate whether the project or purchase can proceed to scheduling without ITGM approval or if the project or purchase needs ITGM approval.
5. A likely further evaluation and prioritization by Vice Presidents.
6. Projects with considerable complexity or substantial business implications shall be presented to the ITGM for approval.
7. Any project or purchase coming before the ITGM, must include a high-level project plan that allocates resources, a timeline, and information security assessment.

Internal IT Governance

Information Technology shall internally maintain 3 councils to make certain that it serves the security and compliance needs of the college.

Information Security Infrastructure Advisory Council

The Information Security and Enterprise IT Infrastructure Advisory Council will serve as the group representing the security concerns associated with managing and maintaining data using information technology as well as the design of our Enterprise Infrastructure.

The Information Security and Enterprise IT Infrastructure Advisory Council will:

- Ensure information security initiatives align with the college's strategic priorities and are consistent with applicable laws and regulations.
- Review and make recommendations for IT policies that impact the appropriate use, storage, and security of information.
- Govern the design of security and network infrastructure.
- The chief information security officer will be the chair of this council.

College Data Integrity Advisory Council (for Data Governance)

The College Data Integrity Advisory Council will focus on the quality and consistency of the various databases and repositories of the college's data. The Council will serve as the leadership organization for data governance activities. The main objective is to ensure data value, data quality improvement, development, and maintenance of single shared definitions for all data, and availability of the right data at the right time to the right people in the right format.

Change Management Council

The Change Management Council shall focus on the policy, process, and procedures for managing change control of technology in production environments. The Council will serve as the leadership group for technological change and release management.