

Charter for the Information Technology Governance Group (ITGG)

Purpose:

The Information Technology Governance Group (ITGG) is the operational governance organization supporting the University's Information Technology related-initiatives. The ITGG is responsible for the prioritization of Information Technology Services (ITS) projects and for decisions related to the strategic plan for ITS and the university. The purpose of the ITGG is to ensure that ITS is effectively and efficiently using its limited resources to accomplish projects that meet the university's needs and strategic goals.

The ITGG will review an inventory of ITS project requests identified as having either a Capital Project or Strategic business driver. ITGG will then consider relevant project information to rank the project requests in a priority order, thereby guiding ITS in how it will use the resources available to move high ranking projects forward.

The ITGG will be informed of ITS projects that are mandated by state or federal requirements or those that are needed for infrastructure maintenance or upgrades. These types of projects will not be considered in the ITGG's prioritization, but will be recognized when deciding on the use of ITS resources.

The ITGG will make decisions by discussing projects or issues, gathering pertinent data, asking questions of ITS leadership, and coming to a consensus on prioritization. The consensus does not necessarily mean that each member concurs with the decision itself, but rather, supports the decision and will communicate that support when needed.

The ITGG will receive guidance and direction from an executive advisory group, report of its activity on a quarterly basis, and provide information as requested, including when the ITGG is unable to reach consensus on prioritization.

Membership:

Members of the ITGG will be from the Associate Provost, Associate Dean and AVP level. ITS Senior Staff will also have representation on the ITGG.

The ITGG will consist of no more than 16 non-ITS members.

While members will be familiar with the priorities of their department, they will make decisions based on the strategic goals of the university. They will also need to understand the constraints on ITS resources.

The CIO will chair the ITGG. Executive Director of Strategic Business Operations will be the backup.

Responsibilities of the ITGG Members:

The ITGG ensures that the prioritized list of ITS projects is aligned with the university's strategic plan or are critical to institutional operations. The ITGG will take into consideration a project's impact and effort as well as levels of risk in accomplishing the projects within the estimated time frames and budgets. The ITGG

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will review and advise on any ITS strategic plans or roadmaps that are under consideration.

Responsibilities include:

Ensure that communications to and from the ITGG are meaningful, accurate and ongoing. The ITGG should be able to communicate their decisions to stakeholders and project teams clearly and openly. The ITGG will need to communicate any changes to the business strategy that may have an impact on technology services and projects.

Promote transparency of the ITGG by communicating the work of the group and the IT Governance process to Mason community members.

Bring constituent concerns, ideas and initiatives to the ITGG. Members will present issues with ITS services for discussion and pathways to resolution.

Ensure the progress of selected technology projects. The ITGG will measure the success of select ITS projects. Measures of success, and metrics, will be set by the ITGG in conjunction with ITS leadership responsible for the projects. The ITGG will, when possible, help resolve issues that impede the progress of projects.

Continuously assess the effectiveness of its governance process and make recommendations on the future structure of governance.

Review all relevant new project requests and provide results and requests for additional information to ITS team members prior to meetings.

Determine what represents sufficient meeting attendance and how decisions will be made. If members fail to attend the meetings, the CIO will communicate with those individuals, and determine the reason for their absences. ITGG meetings should be meaningful and engaging.

Responsibilities of the CIO:

The CIO ensures that the projects under consideration for prioritization are consistent with the University's strategic plan and are described with enough detail for the ITGG to understand the projects' goals, timelines, resource needs and constraints, and deliverables.

The CIO will communicate regularly with and make recommendations to the President and the Executive Council per the ITGG's decisions and to provide updates on the ITGG's meetings.

Responsibilities of ITS Members:

ITS Senior Staff representatives are non-voting members of the ITGG. Senior staff representatives participate in all aspects of the ITGG meeting process outside of the prioritization of project requests. They provide guidance and leadership through meetings by sharing institutional knowledge of the requests and current ITS work.

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Responsibilities include:

Review ITGG materials prior to the meeting and be prepared to participate in discussions related to the requests. Provide additional background on project requests and support the discussions related to specific requests under review.

Maintain their respective ITS Project Portfolios outside the meeting to provide additional information on current projects, planned projects in the queue and bandwidth of the teams to work on new projects as prioritized by the ITGG.

Meetings and Types of Discussions:

Regular ITGG meetings will be held on a bi-monthly basis. Periodically, there will be special meetings called for communication, discussion, review, and feedback of key ITS activities.

Agendas and additional meeting materials including background information, reports, and requests for pre-work will be sent **to the individual ITGG members** by the CIO no later than 10 days in advance of the scheduled ITGG meeting. The ITS Portfolio and Project Management Office (PPMO) will provide the required information to the CIO.

Meeting pre-work will be sent by the individual ITGG members to ITS PMO staff by Noon one day prior to the meeting so that results may be consolidated and prepared for the meeting.

The standard ITGG Meeting Agenda includes:

- Review of the existing prioritized list of projects.
- Consider new projects submitted for prioritization. ITS leadership will present new project requests. The ITGG discusses where they will fall in the priority listing.
- Review the status of projects that have been prioritized.
- Consider re-ordering projects based on the updates and university needs.
- Review the list of potential projects that are not yet ready for prioritization.

Support:

ITS's Portfolio and Project Management Office (PPMO) will provide project support to the ITGG. This support will include preparing a current project inventory, providing project information, coordinating with ITS leadership to request the relevant project leaders to attend ITGG meetings, and to provide the ITGG with other project information as needed.

The CIO's office will provide logistical support. This will include scheduling meetings, providing a summary of meetings and preparing documentation, in conjunction with the PPMO.

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Critical Success Factors:

The following factors must remain in place so that the ITGG can perform its duties and be successful:

- Adequate empowerment by executive leadership
- Well established processes and procedures
- Commitment of ITGG members to attend meetings and follow through in a timely period with any action items assigned at meetings

The composition of the ITGG membership will include members who have the following characteristics:

- Willingness to become involved with ITS's projects and decision making
- Willingness to see other people's point of view and understand the needs of other units
- Willingness to make decisions and recommendations based on the needs of the entire University
- Willingness to attend all meetings and complete tasks that they have committed to on time
- Authority to commit the resources of the units they represent, as appropriate
- Advocate for the work of the group to their representative areas and the University

Revision History:

Version	Date	Approval	Notes
1.0	12/2/2014	ITGG Vote	Initial Charter, for interim group, approved at regular 12/2014 meeting
2.0	10/4/2016	ITGG Vote	Revised after initial period of performance of the group; identifies on-going roles and responsibilities

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Related Advisory and Governance Groups

Technology Leadership Council (TLC)

The purpose of the TLC is to collaborate on IT concerns, projects and initiatives; share IT knowledge and expertise; communicate business needs and IT challenges; and to identify areas of common concern in the area of Information Technology at Mason.

Architectural Standards Committee (ASC)

The ASC is responsible for reviewing, verifying compliance, and providing recommendations with regards to new/upgrade software or hardware procurement projects.

Classroom Advisory Committee (CAC)

The CAC is composed of representatives of all academic areas and campuses of the university and is intended to advise the Space Administration Committee on decisions affecting classrooms in newly constructed or renovated university space.

Banner Governance:

Portfolio Evaluation Committee (PEC)

The PEC was created to align the project management of the Banner suite and related administrative applications with university objectives and supporting the efficient use of information technology resources.

Project Coordination Subcommittee (PCS)

The PCS was created to provide a regular mechanism for communication and coordination among Banner functional offices, Information Technology Services, and other stakeholders in the university community in the management of the Banner suite of systems and other ITS projects which impact Banner or functional operations.

Systems Administrators Leadership Team (SALT)

SALT provides a forum open to all Mason system administrators. A system administrator is defined as the one responsible for the maintenance and configuration of one or more computer servers.

Research Computing Council (TBD)

The Learning Environments Group (LEG)

The LEG examines questions related to classroom design and other learning environments, both formal and informal. A primary goal of this group is to advise the university on the planning and design of learning spaces for future renovation and new building projects, with an eye toward developing flexible, signature spaces that inspire students and faculty to work collaboratively on pressing intellectual and social issues.