Charter for the Information Technology Governance Group (ITGG)
Approved December 2, 2014

Purpose:

The Information Technology Governance Group (the ITGG) will be responsible for the prioritization of ITU projects and for decisions related to the strategic plan for the ITU and the university. The purpose of the ITGG is to ensure that the ITU 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 ITU projects, including relevant project information, and rank a grouping of projects in a priority order, thereby guiding the ITU in how it will use the resources available to move high ranking projects forward.

The ITGG will be the governance structure for a limited period of time, twelve to 18 months from the time of the first meeting. The ITGG will be the governance structure until a more formal one is established and serving as a transition to that permanent committee.

The ITGG will be informed of ITU 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 ITU resources.

The ITGG will make decisions by discussing projects or issues, gathering pertinent data, asking questions of ITU 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.

Membership:

Members of the ITGG will be from the Associate Provost, Associate Dean and AVP level. ITU Executive Directors will also attend ITGG meetings.

The ITGG will consist of no more than 15 non-ITU 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 ITU resources.

The CIO will chair the ITGG. The Deputy CIO will be the back up.
Responsibilities of the ITGG:

The ITGG ensures that the prioritized list of ITU projects is aligned with the University’s strategic plan or critical to institutional operations. The ITGG will take into consideration the levels of risk in accomplishing the projects within the estimated time frames and budgets. The ITGG will review and advise on any ITU 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.

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

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

Prepare for a formal governance structure that will be formed while the ITGG is in effect. Continuously assess the effectiveness of its governance process and make recommendations on the future structure of governance.

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 meet regularly with President and Executive Council to report the ITGG’s decisions and to provide updates on the ITGG’s meetings.

Meetings and Types of Discussions:

Meetings will be held on a regular basis. The ITGG will recommend that the meetings be held bi-monthly or quarterly.
First Three Meetings

- **Meeting 1 — Approve the charter and review the ITU’s organization, programs, and responsibilities.** Discuss the proposed charter of the ITGG, and approve it. The proposed charter will be made available to members of ITGG prior to the meeting. To prepare for the first meeting, ITGG members should review the proposed charter, possibly sharing it with others in their department. At the meeting, members will discuss their role on the ITGG and clarify responsibilities and any other concerns they may have.

  The ITU leadership will present an overview of the ITU for background and a baseline for understanding of ITU’s role in the university.

- **Meeting 2 — Review project inventory and establish prioritization criteria.** Discuss and propose the criteria that will be used to prioritize the ITU projects. Review the current inventory of ITU projects and understand the work of the ITU and use of resources. A select group of projects will be presented as a subset of the entire inventory of projects. The select group will not include those projects that are ongoing, mandated or in some way required for continued IT functionality. ITU leadership will provide the overview of the inventory and the group of projects that will be considered for prioritization.

- **Meeting 3 — Prioritize the group of projects.** The ITGG will discuss and propose a priority listing of the group of projects. The discussion will be open and should include dialogue with ITU leadership for related information and background for projects.

Future Meetings:
Agendas will be set by the CIO and sent one week in advance of the ITGG meeting.

Background information and reports will be sent by the CIO’s office to ITGG members one week before an ITGG meeting. The PMO will assist in providing the required information to the CIO.

Typical Agenda will include:
- Review of the prioritized list of projects
- Consider new projects. ITU leadership will present new projects. 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

Support:
The ITU’s Project Management Office (PMO) will provide project support to the ITGG. This support will include preparing a current project inventory, providing
project information, coordinating with ITU 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 PMO.

**Critical Success Factors:**
The following factors will need to be 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 ITU’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
Related Advisory and Governance Groups

Technology Leadership Council
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. http://itu.gmu.edu/upload/TLC_Charter.pdf

Architectural Standards Committee
The ASC is responsible for reviewing, verifying compliance, and providing recommendations with regards to new/upgrade software or hardware procurement projects. http://itu.gmu.edu/governance/upload/ASC_Charter.pdf

Classroom Advisory Committee
The Classroom Advisory Committee 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. http://registrar.gmu.edu/topics/cac/

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. http://itu.gmu.edu/upload/PEC_Charter.pdf

Portfolio Governance Council (PGC)
The PGC was created for the purposes of providing guidance and oversight responsibility for the implementation and adoption of large projects or modifications that impact the Banner suite and related administrative applications. http://itu.gmu.edu/upload/PGC_Charter.pdf

Project Coordination Subcommittee (PCS)
The PCS was created to provide a regular mechanism for communication and coordination among Banner functional offices, the Information Technology Unit, and other stakeholders in the university community in the management of the Banner suite of systems and other ITU projects which impact Banner or functional operations. http://itu.gmu.edu/upload/PCS-Charter.pdf

Systems Administrators Leadership Team (SALT)
The Systems Administrator Leadership Team (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. http://itsecurity.gmu.edu/SALT/about-SALT.cfm

Research Computing Council (TBD)
Learning Environments Group (LEG)
A representative from each college, Faculty Senate, and several DoIT staff members are part of this group led by Kim Eby and Laura Manno. The group investigates issues regarding learning environments from the faculty point of view. The LEG has proposed that a classroom improvement request form be posted on the Faculty Senate web site so faculty will be able to provide feedback on classroom issues such as technology, visibility, audibility, seating, audio/visual equipment, etc.