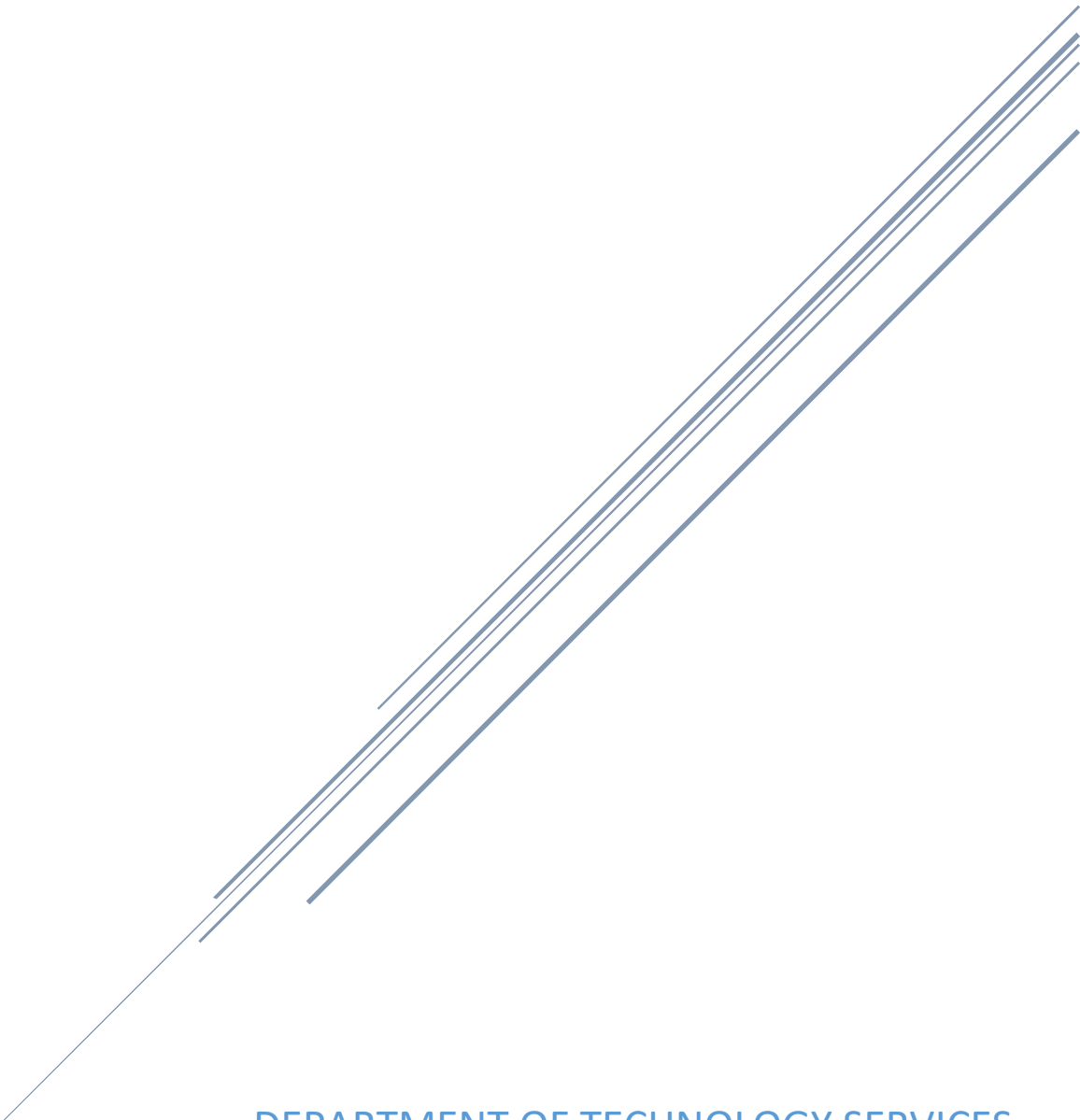


TECHNOLOGY SERVICES GOVERNANCE

TEXAS A&M UNIVERSITY AT GALVESTON



DEPARTMENT OF TECHNOLOGY SERVICES
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Introduction

This document details Texas A&M University at Galveston's Technology Services governance model. Information Technology governance (ITG) strives to guide the decisions for effective management and use of Information Technology (IT). It is important to define how these decisions are made and monitored along with who should make these decisions. With the merger of all information technology departments and IT professionals into one Technology Services Department that reports up through the CIO at Texas A&M University, IT governance on the Galveston Campus aligns with Texas A&M University.

Texas A&M at Galveston's (TAMUG) local IT governance model is primarily made up of the Galveston Executive Leadership Team, Galveston Academic Department Heads, and TAMU's Technology Services leadership. Additionally, the Technology Services department gets input about IT decisions from the campus Galveston Staff Council, Marketing and Communications Committee, Galveston Student Government, and the Galveston Council of Built Environment.

Outside of formal input bodies, any student, faculty, or staff member (campus stakeholders) may submit issues or topics for review by the IT Governance committees. Campus Stakeholders should route these requests through their respective governance body (e.g. undergraduate students to student government association, faculty to Academic Department Heads, staff to Campus Staff Council).

It is important to highlight that IT decisions will occur outside of the governance model with respect to management (i.e. Technology Services Department). These decisions include management plans, system builds, and monitoring activities. While campus wide strategic IT decisions are primarily the responsibility of the IT Governance committees, daily operational decisions remain within the Technology Services department.

Mission, Purpose, & Responsibilities

Mission Statement

Ensure holistic alignment of IT resources and services campus-wide to support the mission of the Campus, while becoming more efficient and effective.

Purpose Statement

IT Governance at Texas A&M University at Galveston is the essential foundation for a shared IT vision that is agile and responsive. Allowing Information Services, the ability to meet the goals that will serve the campus, state, and the citizens of Texas.

Responsibilities

The responsibility of a shared IT vision belongs to all clients, decision-makers, and stewards of IT services across Texas A&M University at Galveston. It is this shared responsibility that is

reflected in the ITG framework, to facilitate a common, thoughtful consideration of the overall needs of the Campus community. ITG stewards the shared responsibility of the overall governance of IT initiatives across the Academic, Administrative, Research and Technical domains.

Scope and Objectives

The scope of ITG includes, at the broadest, an alignment of IT outcomes required by the Campus for successful fulfillment of its mission. ITG encompasses appropriate campus-wide IT decision-making activities, IT policy and standards development, IT risk optimization, assurance of IT benefit and value realization, optimization of IT investment and resource management, and the alignment of IT strategy to the overall campus mission and strategy.

Objectives

- Establish, maintain, communicate, and continuously improve a campus-wide IT vision that supports the Texas A&M University mission, goals, and outcomes.
- Establish, maintain, adjust, report, and continuously re-align an IT investment management program through an IT budget structure.
- Establish, maintain, communicate, and continuously improve IT policies, technical architectures, and technical standards that support strategic, campus-wide IT priorities.
- Set the direction, exercise decision-making, and prioritize an IT portfolio of campus-wide services, programs, and projects for the purpose of aligning IT investment to the campus mission and requirements of stakeholder groups.
- Enable the utilization and optimization of IT services, programs, and projects for the Teaching, Research, and Learning technology related initiatives at the campus-wide level.
- Facilitate a formal input structure from a diverse body of stakeholders campus-wide on the performance and utilization of existing IT services, as well as the identification of new IT services.

IT Governance Component Model



Decision-Making Leadership and Committees

Executive Team (ET)

Meeting Schedule: *Twice a month*

The TAMUG Executive Team (ET) approves the campus-wide IT vision and overall IT budget structure, sets key IT priorities for the Campus, endorses IT principles, policies, and standards, resolves campus-wide strategic IT issues, and establishes accountability for enacting decisions. The council consists of executive-level positions from across the Campus, to include the Chief Operations Officer (COO), Chief Academic Officer (CAO), Chief Financial Officer (CFO) Galveston Chief Information Officer (CIO), Galveston Staff Council representative, TAMU Staff Council representative, and Student Government representative. ET is the definitive decision-making body for IT, ensuring IT alignment with the central mission of the Campus. The decision-making members of the ET are the COO and CAO, where the COO has final authority in decision-making for the Galveston campus.

Academic Department Heads

Meeting Schedule: *Twice a month*

The Academic Department Head committee consists of the directors and department heads of the academic departments that report to the Chief Academic Officer. They include the departments of Academic Operations, Foundational Sciences, Information Services, Liberal Studies, Library, Marine Biology, Marine Engineering Technology, Marine Sciences, Marine Transportation,

Maritime Administration, Ocean Engineering (Reports to TAMU Engineering), and Research and Graduate Studies. IT is an integral part of academics and it is important that the academic leadership have a direct voice in ITG framework. The Technology Services department reports to the CIO at TAMU and the Chief Academic Officer.

Technology Services Leadership

Meeting Schedule: Galveston's Technology Services Executive Director attends weekly meetings with the Strategic Partnerships and Alliances (SP&A) group and monthly meetings of the Information Technology Advisory Committee (ITAC). Information and decisions from the Technology Services Executive Team at TAMU are disseminated at the SP&A and ITAC meetings.

Technology Services Leadership ensures that Information Technology aligns with the outcomes required by Texas A&M University for successful fulfillment of its mission. It ensures that appropriate decision-making activities (prioritization and funding) are done in concert with the university's strategic priorities, while taking into account input from a broad base of students, faculty and staff from across the university.

TAMUG Contributory Groups

Council of Built Environment

Meeting Schedule: *Quarterly or as needed*

The Council of Built Environment provides input for the renovation of classrooms on campus and therefore the Information Technology process as related to classrooms. They do this with the goal of improving the learning and teaching experience for the students and faculty. The link below outlines process that has been developed to select the classroom that has the highest need.

http://www.tamug.edu/adminaux/council/Renovate_Classroom.html

Staff Council

Meeting Schedule: *Once a month*

The Staff council acts as a liaison between staff members and administration. They serve as the voice of the staff on matters that effect the welfare of the institution, including implementation of new policies, procedures and programs that the staff view as important. They foster and enhance communication between staff, faculty, and students.

<http://www.tamug.edu/staffcouncil/>

TAMU/TAMUS IT Governance Alignment

TAMU Strategic IT Committee (SITC)

Meeting Schedule: *A minimum of 4 meetings per year (up to 6 meetings where necessary) on the 2nd Wednesday of the month in February, May, August and November.*

TAMUG Faculty member serves on this committee.

Accountable and transparent to the Texas A&M University community, the Strategic IT Committee (SITC) advises and executes decisions on IT strategies, investments, operations, priorities and services.

The SITC is the direct input body to the TAMU Executive IT Committee (EITC) along the ITG framework. While overall strategies and priorities are set by the EITC, the SITC defines and recommends approaches to key IT issues requiring decisions. The SITC requests the other ITG framework committees to take the lead in exploring new IT opportunities, resolving IT issues and recommending courses of action. The SITC may launch special-interest task forces to address and make recommendations on issues that span all ITG committees. The SITC governs IT policy, funding for new campus-wide IT services, major projects or IT initiatives, as well as replacement or retirement of IT services and functions. Project priorities, initiative management, and forecasting IT service needs are all important responsibilities of the SITC.

Each committee in the ITG framework is responsible for identifying and drafting IT policies relative to their scope with the intention of routing to the Information Risk, Policy, and Security Committee (IRPSC). The SITC drafts IT policies that do not fit within the scope of the other ITG framework committees (e.g., it will route policies in draft status for review by the IRPSC before submission to the CIO).

TAMUS CIO Council

Meeting Schedule: *Quarterly meetings*

TAMUG Technology Services Executive Director (CIO) serves on this committee.

The CIO council oversees system-wide IT initiatives and monitors major projects that are at the member level. Monitors member compliance with System policies, advises the System CIO on operational issues and purchasing direction, and identifies and or validates collaboration opportunities among members. The CIO council is chaired by the System CIO and has representation (CIOs) from all 23 system members along with representatives from the TAMU Information Technology Advisory Committee and the System Chief Information Security Officer (CISO).

References

A&M System IT Governance and Collaboration Framework
<https://it.tamus.edu/governance/it-governance-framework/>

TAMU University – Wide IT Governance Framework
<https://it.tamu.edu/about/it-governance/index.php>

Weill, Peter, and Jeanne W. Ross. *IT Governance: How Top Performers Manage IT Decisions Rights for Superior Results*. Boston: Harvard Business School, 2004. Print