

Number: 0-512
Title: Information Technology Governance Structure
Responsible Office: Information Technologies

Date of Origin: 9-6-09

Date Last Amended:

Date Last Reviewed: 8-26-11

I. PURPOSE & INTENT

~~The Office of Information Technology supports the University of South Florida System (USF System) through customer services including collecting, storing, processing, and distributing information; the development of new computing services and applications for the enterprise; and consultation with other departments on networking, data and voice communications, and the needs and use of information technology resources.~~

~~IT Governance at the USF System is defined as a set of relationships and frameworks that provide input into process implementation, technology decisions and project work within the Office of Information Technology. Major components and procedures having direct bearing on the implementation of this policy are described below~~

~~USF Information Technology supports the University of South Florida by creating a globally accessible digital ecosystem, providing technology solutions to support world-class research, pursuing local, national, and international partnerships to enhance our client’s experience, creating a superior patient and provider experience and transforming the underlying technology architecture to accommodate a digital ecosystem required by a world-class institution.~~

~~IT Governance at USF is defined as a set of relationships and frameworks that provide input into process implementation, technology decisions, and project work within Information Technology. Major components and procedures having a direct bearing on the implementation of this policy are described below.~~

~~Detailed information on IT Governance at USF as well as charter documents for the groups below can be found at Information Technology’s website.~~

II. APPLICABILITY AND AUTHORITY

~~This policy applies to all USF faculty, staff, students and affiliates.~~

44 **III. STATEMENT OF POLICY**

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46 **A. Information Technology Management Council (ITMC)**

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48 The purpose of the ITMC is to facilitate the effective and efficient use of technology in
49 enabling the institution to achieve its strategy and goals. The Council is tasked with and
50 accountable for promoting technology services to deliver optimal value to the institution
51 and to verify that expected benefits from new investments are fully realized.

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53 The primary role of the Council is to advise the USF President on technology decisions,
54 including:

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- 56 • IT Guiding Principles, the behavior framing statements about high level IT
57 decision making that the Council agrees to abide by
- 58 • Business Technology Needs, including reviewing and prioritizing business needs
59 for USF, where technology is the recommended solution
- 60 • IT Investments, including reviewing and recommending for approval technology
61 investments for USF
- 62 • IT Strategy and Policy, including reviewing policies related to technology and
63 aligning IT strategies with the institution’s strategy.
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65 **B. Governance Subgroups**

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67 A number of Governance Subgroups supports the work of the ITMC. These subgroups
68 are focused on specific functional areas of the University. A few of these are listed below.
69 A complete list can be found at Information Technologies website.

70
71 **1. Administrative Solutions Governance Workgroup (ASGW)**

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73 The Administrative Solutions Governance Workgroup is the subgroup that reviews
74 and prioritizes medium-sized technology needs and IT investments regarding USF for
75 the Finance, HR, and RMA functions in which technology is the recommended
76 solution. Specifically, the PeopleSoft team's medium-sized work is prioritized through
77 this work-group. They ensure that finance, HR, and RMA functions align with
78 institutional strategies.

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80 **2. Health Care Governance Workgroup (HCGW)**

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82 The Health Care Solutions Governance Workgroup is the subgroup that reviews and
83 prioritizes medium-sized technology needs and IT investments for the USF Health
84 Care to achieve their strategy and goals. This includes making decisions regarding the
85 partnership with Tampa General Hospital (TGH) on shared management of the EHR
86 system and the business technology needs, IT investments, and alignment of
87 application strategies for Clinical Systems.

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89 **3. Health Technology Governance Workgroup (HTGW)**

91 The Health Technology Governance Workgroup is the subgroup that reviews and
92 prioritizes medium-sized technology needs for the academic, research, and
93 administrative missions at USF Health. This includes reviewing and prioritizing
94 business technology needs, IT investments, and strategic alignment of projects for the
95 following colleges and business units:

- 96
- 97 • Morsani College of Medicine
- 98 • College of Public Health
- 99 • College of Nursing
- 100 • College of Pharmacy
- 101 • USF Health Administration
- 102 • USF Health Office of Research
- 103 • Health WELL and Shared Student Services
- 104

105 4. Student Solutions Governance Workgroup (SSGW)

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- 107 • Enrollment planning and management, including recruitment, admissions,
- 108 financial aid, orientation, and registration
- 109 • Advising
- 110 • Student account management
- 111 • Course catalog and schedule management
- 112 • Student support services, including student involvement, civic engagement,
- 113 rights and responsibilities, disability services, Marshall Center Management,
- 114 and Veterans Services
- 115 • Student health services, including the recreation center, counseling center,
- 116 outreach and support, victim advocacy and violence prevention
- 117 • Residential housing
- 118 • Graduation and Commencement
- 119 • Career Services
- 120 • BOG Student Reporting
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122 C. IT Policies

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124 USF IT Policies complement the governance structure. They describe fundamental
125 principles of operation of IT resources, the thought behind those principles, and
126 procedures required for implementation. Policies contain principles that govern IT-related
127 actions and have USF System-wide application. Policies also specify if any exceptions to
128 its applicability are allowed, as well as the procedure to request an exception.

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130 Policies are reviewed periodically to ensure applicability.

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132 USF IT Policies can be found at:

133 <https://www.usf.edu/it/about-us/policies-standards/technology-policies.aspx>

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137 D. IT Standards
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139 USF IT Standards are based on industry best practices designed to ensure that IT
140 resources are effectively managed in support of the University mission. IT standards
141 define procedures, processes, and practices designed to provide an efficient, effective IT
142 system; protect confidential information; minimize security risks; ensure compliance with
143 federal and state laws and regulations, and facilitate an open, interoperable, accessible IT
144 infrastructure that meets the needs of students, faculty, staff, and the University
145 community

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147 Standards are reviewed periodically to ensure applicability.

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149 USF IT Standards can be found at:

150 <https://www.usf.edu/it/about-us/policies-standards/procedures-and-standards.aspx>
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152 **III.—INFORMATION TECHNOLOGY MANAGEMENT COUNCIL (ITMC)**

153 ~~The USF Information Technology Management Council is the highest level governance group for~~
154 ~~recommendations on and articulation of policy, priority and resource allocation for technology and~~
155 ~~is a System-wide Council. It is the conduit through which all the other technology committees and~~
156 ~~workgroups should bring issues for resolution. It provides advice and counsel regarding issues of~~
157 ~~information technology to the USF Board of Trustees (BOT), the President, and members of the~~
158 ~~President's Cabinet. The Council provides guidance and recommendations to ensure the best and~~
159 ~~highest use of USF System resources in order to provide USF System-wide consistency and~~
160 ~~efficiency in policies, priorities, and application of resources for all aspects of information~~
161 ~~technology.~~

162
163 ~~The USF Information Technology Management Council is charged with providing advice and~~
164 ~~recommendations to the institution's executive management for decision making and operational~~
165 ~~execution. Areas within the scope of the ITMC include, but are not necessarily limited to:~~

- 166
- 167 ~~● Information Technology strategic planning~~
- 168 ~~● Information Technology policy issues~~
- 169 ~~● Project priorities~~
- 170 ~~● Resource allocation~~
- 171 ~~● Other Information Technology governance groups~~
- 172 ~~● Information and data administration~~
- 173 ~~● Computing and applications~~
- 174 ~~● Networks~~
- 175 ~~● Classroom technologies~~
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177 ~~The Information Technology Management Council (ITMC) consists of representatives from all~~
178 ~~campuses and Vice Presidential areas including:~~

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- ~~Academic Affairs~~
- ~~Athletics~~
- ~~Business & Finance~~
- ~~Communications and Marketing~~
- ~~Information Technology~~
- ~~Faculty Senate~~
- ~~General Counsel~~
- ~~Research & Innovation~~
- ~~Student Affairs~~
- ~~University Advancement~~
- ~~USF Health~~
- ~~USF Polytechnic~~
- ~~USF St. Petersburg~~
- ~~USF Sarasota Manatee~~

~~All Council members must be Cabinet/EMC members or their direct reports with the exception of the Faculty Senate Representative. No substitutions are allowed.~~

~~The following councils, committees, workgroups and boards, all work with various aspects of information technology within the USF System. They provide the ITM Council with recommendations for their respective areas of responsibility.~~

~~IV. CIO COUNCIL AND UNIVERSITY TECHNOLOGY STANDARDS BOARD (UTSB)~~

~~The Chief Information Officer Council is composed of the heads of the technology organizations for the regional campuses and separately accredited institutions as well as the Vice Presidential areas of the System. The CIO Council provides the Vice President for Information Technology recommendations for technology strategy, direction, and policy. The UTSB is composed of the CIO Council members and additional members to complete the representation of other key technology groups. The purpose of the USF System Technology Standards Board is to advise the Vice President for Information Technology regarding USF System wide information technology (IT) standards and acquisition policy that will enhance the operations and business of the USF System by positively affecting inter-campus cooperation, coordination and interoperability, and overall business efficiency.~~

~~The UTSB is chaired by the Vice President for Information Technology and has the following representation:~~

- ~~Tampa Campus~~

- 218 ~~° Administrative Computing~~
- 219 ~~° Research Computing~~
- 220 ~~° Academic Computing—Information Technology~~
- 221 ~~° Advancement/Foundation Computing~~
- 222 ~~° Classroom Technologies~~
- 223 ~~° Computer Store~~
- 224 ~~° Purchasing~~
- 225 ~~° Financial Management~~
- 226 ~~● USF Health~~
- 227 ~~● USF St. Petersburg~~
- 228 ~~● USF Sarasota Manatee~~
- 229 ~~● USF Polytechnic~~

230 **V. ADVISORY GROUPS**

231 Several advisory groups were formed, focused on specific functional and operational areas.
232 Chairs of these groups are responsible for ensuring that matters of IT policy and operations are
233 brought to the UTSB or ITMC for its review. These groups include but are not limited to:
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235 **A.** ~~The **Cyber Infrastructure Council** is composed of research faculty and~~
236 ~~technology managers involved in the provision of infrastructure. The Council~~
237 ~~provides recommendations for cyber infrastructure strategy, direction and policy to~~
238 ~~the Vice President for Information Technology.~~

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240 **B.** ~~The **USF Classroom Technology Committee** is charged with providing advice~~
241 ~~and recommendations to the institution's executive management for decision~~
242 ~~making and operational execution, as well as ensuring compliance with regards to~~
243 ~~established state and federal codes, ADA issues, Health & Safety, etc. Areas within~~
244 ~~the scope of the CTAC include, but are not necessarily limited to:~~

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- ~~Instructional Technology Capability~~
- ~~Equipment Standards~~
- ~~Infrastructure Standards~~
- ~~Compliance Issues~~
- ~~Project Priorities~~
- ~~Resource Recommendations~~
- ~~Future Planning~~

~~**C.** The **Identity and Access Management Program Functional Committee** is a cross-section of identity data stewards from across the USF System assembled to review relevant Identity and Access Management issues and provide input into each other's policies, procedures, and projects. The group provides analysis and input on additions or changes to USF System's identity and access policies and procedures governing the Identity Systems of Record (ISORs) and Identity Client Service Providers (ICSPs).~~

~~**D.** **Information Security Workgroup (ISW)** The Information Security Workgroup (ISW) is responsible for recommending policies and overall coordination of the USF System information security program. It develops and maintains a series of security standards and procedures that direct the IT employees in their security role. The Information Security Workgroup is also responsible for evaluating the risk analysis surveys completed by individual colleges and departments, and make recommendations as appropriate.~~

~~**E.** **Council on Technologies for Instruction and Research (CTIR)** The Committee is a standing committee of the USF Faculty Senate and receives authority for its actions through that body. It is responsible for advising the Provost and Executive Vice President on the following matters: long and short-range planning for computer resources necessary to support the teaching and research functions of the USF System, methods to encourage and facilitate the effective utilization of computing technology in the USF System's teaching and research functions, priorities in allocation and utilization of academic computing financial resources, and other matters relevant to education instruction, and microcomputer resources. The Chairperson is elected annually at the end of each year from the faculty members on the Committee who will be serving the second or third year on the Committee.~~

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~~**F. Student Technology Advisory Council (STAC)** — The STAC serves as a forum for the discussion of all technology related issues of interest to all students in the USF System. The Council serves as an advisory group and makes recommendations as to requirements and priorities to the System Vice President for Information Technology on technology related items across the USF System. These inputs may be further referred to the UTSB and the ITMC.~~

~~**G. Research Computing Advisory Committee (RCAC)** — A forum of the discussion of issues related to High Performance Computing and other advanced computing technologies related to instruction and research. This committee makes recommendations on technology, priorities and policy to the System Vice President for Information Technology.~~

~~**H. Course Management Advisory Group (CMAG)** — The Course Management Advisory Group represents the Course Management user population. The Advisory Group reviews Course Management issues and requested changes. The Advisory Group will recommend a course of action to the Educational Technologies department. The Council for Technologies for Instruction and Research (CTIR) uses the Advisory Group for advice on Course Management issues that need to be resolved within CTIR or the Faculty Senate. The Advisory Group plays a vital role in ensuring a voice in the management of this essential USF System resource.~~

~~**I. Student Information Systems Advisory Board (SISAB)** — Assists in achieving the USF System strategic goal of student success and in maintaining progress toward membership in the AAU through the effective and efficient use of Student Information Systems (SIS) resources. The SISAB evaluates, rationalizes, and recommends strategic and implementation priority levels for project requests that are submitted to the SIS Administration.~~

~~**J. GEMS/FAST Advisory Group)** — The purpose of the GEMS/FAST Advisory Group is to support the USF System’s strategic goals, priorities, applicable policies, organizational business processes and functional standards required to ensure coherent and effective institutional use of those business systems in a technologically heterogeneous and distributed environment.~~

*Current Responsible Office: Information Technology

319 *Refer to the appropriate Responsible Office website for a current name of the Vice President or
320 other Responsible Officer.

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322 History: New: 9-16-09

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325 ~~Authorized and signed by:~~

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327 ~~Michael Pearce, System Vice President & CTO~~

328 ~~Judy Genshaft, President~~

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