

# IT Governance Committee

## Introduction

### The Value of IT Governance at Longwood University

IT Governance is a critical organizational process that supports Longwood University in effectively implementing its IT Strategy. The value of IT Governance is demonstrated through its ability to:

- **Align IT Decisions with Institutional Mission and Stakeholders:** Ensuring that IT decisions are closely aligned with the university's mission and address the needs and interests of stakeholders.
- **Enhance Communication:** Improving the flow of communication between Information Technology Services (ITS) and the broader university community.
- **Secure Stakeholder Buy-In:** Facilitating stakeholder engagement in policy decisions, as well as in IT and university budget and project priorities.
- **Integrate Risk Management:** Incorporating risk management considerations into IT decision-making processes.

Additionally, the IT governance process allows for more detailed and in-depth planning, resourcing and implementation of IT investments.

### The Benefits of IT Governance

IT Governance is essential for fostering collaboration, transparency, and informed decision-making within Longwood University. Its benefits include:

- **Enhanced Collaboration and Transparency:** Promotes effective collaboration and transparency in IT planning, resource allocation, and management across the university.
- **Innovative Solutions:** Encourages the development of innovative IT solutions and supports efficient resourcing and management of enterprise IT systems utilized across various departments.
- **Cost Savings:** Leads to significant financial savings by reducing redundant IT investments across departments and increasing the adoption of enterprise-level IT solutions and licenses.
- **Stewardship of Resources:** Ensures prudent use of the university budget.

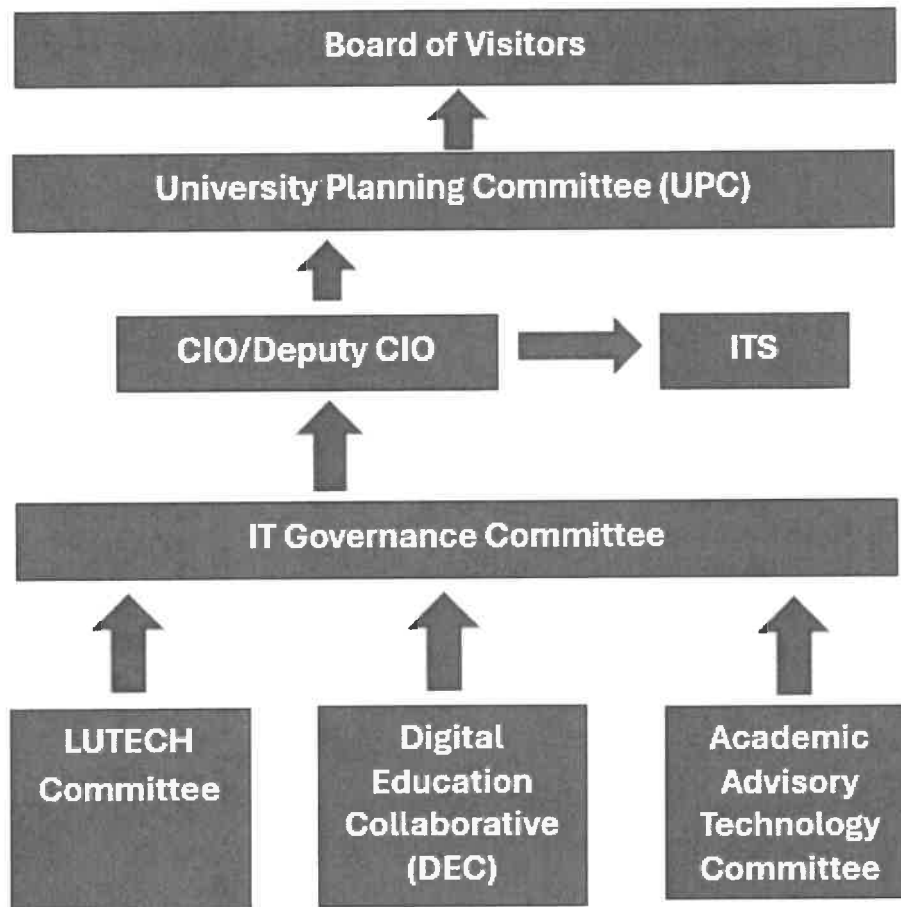
- **Compliance and Security:** Provides a framework for reviewing IT investments to ensure they meet accessibility, security, and other required standards, thereby maintaining compliance and safeguarding IT infrastructure.
- **Data Privacy and Security:** Builds trust in the privacy and security of university data through careful selection of secure technology investments.

## Review Criteria for IT Governance

IT Governance requires a thorough review of any technology investment—whether it involves products, hardware, or software solutions. The following categories outline what needs to be reviewed:

- **Business Impact:**
  - **Changes to Processes:** Results in alterations to business or administrative processes.
  - **Integration Needs:** Requires integration with existing technology or campus data sources.
  - **Critical Programs/Services:** Impacts mission-critical programs or services such as teaching, learning, or research.
- **Financial/Resource Impact:**
  - **Resource Requirements:** Necessitates additional staff, resources, or third-party consulting for implementation and ongoing support.
  - **IT Staff Involvement:** Requires IT staff and/or resources for both implementation and long-term support.
  - **Cost Threshold:** Involves incremental ongoing costs or resources.
- **User Impact:**
  - **Skill Acquisition:** Users must acquire new skills or experience changes in service.
  - **User Population:** Affects a large user base.
  - **Public Availability:** Accessible to the general public.
  - **Accessibility:** Has a high likelihood of affecting persons with disabilities.
- **Risk Management:**
  - **Sensitive Data:** Involves the use, storage, or transmission of highly sensitive data.
  - **Potential Risks:** Failure to act on the project or purchase may result in:
    - Significant IT security risks.
    - Compliance risks.
    - Major risks to mission-critical systems, operations, or services.
    - Potential legal exposure.
    - Adverse effects on grant funding or significant opportunity costs.

## IT Governance Committee Structure:



# IT Governance Committees

## General Responsibilities

The IT governance committees as a whole are responsible for the following:

- Reviewing IT projects and investments that fall within the general purview of the committee (see below for more details).
- Responsible for providing a thorough review of the proposed investment, assessing the potential impact, whether it strategically aligns with the University's mission and is a good use of LU resources.
- Proactively reach out to advisory groups, subject matter experts, and others across the University to assist in the review as appropriate and necessary.
- After reviewing proposed idea or investment, the Committee meets monthly to discuss, review with the sponsor, and come to a consensus on the investment and provide recommendations to the IT Governance Committee for the final decision-making authority.
- It is expected that members will attend all monthly meetings or send a delegate. If attendance becomes an issue, members will be asked to reevaluate their commitment.

## LUTECH

- Is to promote alignment within the student information system, Banner, as it applied to change implementation required by each of the functional units.
- Examine requests for new technology solutions to ensure that they are appropriately aligned with the strategic initiatives and core mission of the University.
- Ensures new technologies requested don't already exist within the technology currently owned and utilized at LU.
- Ensure compliance with the University's Identity Theft Prevention Program policy and procedures; as well as reviewing any issues impacting the University's data privacy standards.
- Membership is composed of administrative staff representatives from designated offices and departments of the University.
- This committee meets monthly.

## Digital Education Collaborative (DEC)

- The DEC will provide support and structure behind the University's commitment to academic success, and pedagogical excellence through the effective application of instructional technologies.
- The DEC works with the CIO/Deputy CIO to ensure the objectives and goals for instructional technology will be available and supported by ITS.

## Academic Technology Advisory Committee (ATAC)

- Explore major shifts in technology
- Continually assess and suggest revisions to the technology vision of the University.
- Assist in proposing and crafting policy and procedures about academic uses of technology.
- Facilitate open communication among faculty, staff, and students about academic uses of technology.
- Provide strategic plan support for academic use of instructional technology.
- Membership consists of nine faculty members, one member of the student body and one ex-officio member of the instructional technology management team.

## IT Governance Committee (ITC)

- The IT Governance Committee receives all recommendations from the Governance Review Committees on technology proposals, and has final decision-making authority on whether to approve or decline a proposal.
- Membership is composed of the following:
  - Co-Chairs: Deputy CIO/University Registrar
  - LUTECH Representative
  - ATAC Representative
  - DEC Representative
  - Procurement Representative
  - Budget/Finance Representative
  - Academic Affairs Representative
  - Student Affairs Representative
  - Information Security Representative – as required, not needed at every meeting
- Meets Monthly on the second Monday of each month.
- Committee members are responsible for reviewing the recommendations from the Governance Review Committees, and if required involves LU executive leadership in decision making.

- After reviewing a proposed idea or investment, ITC votes on the investment and provides final approval on the proposal.
  - If the investment proposal is declined, the ITC must provide the sponsor with recommendations for next steps (find a different solution, partner with another group, etc.).

## IT Governance Roles

### Sponsors

- Vice President, Associate Vice President or Department Head who wishes to invest in a new technology solution, pilot a new technology solution(s), find a technology solution to meet a business/teaching/research need, or renew or expand a contract for an existing IT investment.
- Required to be trained in the IT Governance review process to understand and be a good steward of the process.
- Responsible for making a best effort to review and suggest all existing technology solutions that could potentially meet the needs of the sponsor.
- Responsible for submission of the proposed investment for review by the appropriate Governance Review Committee(s).
- Responsible for addressing questions brought forward by the ITC and attending required committee meetings to provide responses and information.

### Committee Chairs

- Coordinates monthly meetings and responsible for communication with Committee members.
- Responsible for coordination with other committees, advisory groups, and others as needed as part of the investment proposal review.
- Responsible for ensuring that final recommendations are made by Committee members during monthly meetings for each proposed project or investment.
- Responsible for attending monthly ITC meetings and reporting Committee recommendations.

### Advisory Groups, Stakeholders and Partnerships

- UPC Compliance Committee
- Faculty Senate
- Academic Chairs Council
- Staff Advisory Committee
- Budget Committee

- Student Government Association
- Information Security
- Alumni
- Library
- Marketing and Web design

## IT Governance Review Process

This process helps to reduce risk, avoid redundancy and improve customer support for campus technology needs. The process provides a centralized and streamlined process to allow University employees to submit technology-related proposals with approval from the relevant Department Head, Vice President or the Provost. Additionally, this process will ensure compliance with the University's information security and procurement requirements.

### What needs to be reviewed by IT Governance

Any technology solution which impacts the University's enterprise processes, systems or data shall be included in this process. Typically, technology solutions include, but are not limited to technology hardware, software, network infrastructure, application development, technology-related consulting and cloud-based applications/services. For specific questions about whether or not a project, procurement or idea should go through the review process please contact *pmo@longwood.edu*.

Any investment in technology products, hardware and software solutions have an impact to the University in any of the following categories:

- **Business Impact**
  - Results in changes to business/administrative processes.
  - Requires integration with existing technology or campus data sources.
  - Impacts mission critical programs/services (i.e. teaching and learning, research, etc.).
- **Financial/Resource Impact**
  - Requires additional staff, resources or third-party consulting for implementation and long-term support.
  - Requires IT staff and/or resources for implementation and long-term support.
- **User Impact**
  - Users will need to learn new skills or undergo a new service experience.
  - Is available for use by a large population of users.

- Available to the general public.
- High likelihood of impact for persons with disabilities.
- Risk Management
  - Utilizes, stores and/or transmits highly sensitive data and information.
  - Failure to act on the project/initiative/technology purchase results in:
    - Significant IT security risk
    - Compliance risk
    - Significant risk to mission critical systems, operations, processes, or services
    - Potential legal exposure
    - Adverse impact to grand funding or loss of significant opportunity costs

## What does not need to be reviewed by IT Governance

Faculty/staff desktop computers, associated computer peripherals and software purchases for individual use, which do not connect to or impact the University's enterprise, systems or data may fall outside of the process. Approved computer options for faculty and staff can be found here:

<https://solomon.longwood.edu/usersupport/computer-options-facultystaff/>. Purchases outside of offerings on this page must be approved by the department supervisor as well as Information Technology Services and may not receive the same level of support as recommended models.

## IT Governance Process Workflow

A Longwood University employee will submit the IT Purchase-Project Request Form, which is then vetted by the IT Governance co-chairs.

- If the form is incomplete or additional information is needed it will be requested.
- Depending on the impact and solution requested it will be sent to the appropriate subcommittee for review, Information Security Office for a Risk Assessment and review of required Vendor security documentations (i.e. VPAT, SOC2 Type2, HECVAT.), and/or the Office of Procurement Services.
- Subcommittees will submit their recommendations to the IT Governance co-chairs and will be added to the ITC meeting agenda.
- ITC will follow up with the requestor on the final decisions and the Office of Procurement Services will be notified.

For approved investments

- IT Governance approval is assigned, Procurement and other parties are notified.



- Some follow up steps are required for IT investments in order to ensure the investment is meeting the need, is configured appropriately, and is in continued compliance for security, accessibility, etc.
  - For new investments: following approval and procurement of the new IT investment, it must be logged in the Application Inventory.
  - For pilots: upon nearing completion of the pilot, the requestor/sponsor will need to report back to the ITC to report on pilot results.
  - For approved projects that have not yet identified a technology investment: When an investment has been identified, the requestor/sponsor will need to submit the proposed technology to the IT Governance Review process so it can undergo a review.

For unapproved investments

- Reason for rejection and recommendations for next steps provided to sponsor. Procurement and other parties are notified.
- The requestor/sponsor is recommended to work with Information Technology Services to find an alternative IT investment or existing technology.

### IT Governance Process Workflow Diagram

