

### **1.0 IT Governance – Executive Summary**

Information Technology governance provides a mechanism to ensure that technology projects and programs align with institutional goals and objectives, are carefully considered, and developed with the broadest opportunities for input from the university community.

“Technology” in this context comprises all equipment, software, and services that relate to computing and information management, academic delivery, communication, audio, video, and system control.

The governance structure presented here comprises four committees: three domain-specific advisory committees for instructional technology, administrative technology, and technology-assisted communication; and a university-level Technology Committee to oversee them all.

The domain-specific advisory committees explore issues and develop policy, procedure, and project proposals for recommendation to the Technology Committee.

The Technology Committee approves tactical and operational policies, procedures, and projects for implementation, assuring that they serve the strategic plan, fit in with the annual priorities of the institution, and are able to be undertaken using the resources available. This committee refers strategic initiatives to the President’s Cabinet for review and approval.

### 2.0 IT Governance Overview

IT governance provides a mechanism for evaluating projects, programs, policies, and procedures and insuring their alignment with university strategic goals.

#### 2.1 Innovation

New ideas relating to GCU technology may be generated from anywhere inside or outside the university. The IT governance structure helps bring good ideas to full fruition by engaging community members in a holistic review and discussion. By considering both strategic and operational issues the governance structure can ensure that new initiatives serve the university's mission and goals.

#### 2.2 Domain-specific Technology Governance

The domain-specific technology advisory committees help to mold new ideas into actionable policies, procedures, and initiatives. They involve university staff with operational expertise and are focused on one of the following defined areas of the overall use of technology:

- (a) Technology for teaching, learning, and research, which includes learning management systems, general classroom and lab technology, and desktop and mobile software in support of academic activities;
- (b) Technology for administration, which includes student and alumni related information systems, finance, payroll and personnel, planning, fundraising, security and access control;
- (c) Technology for web presence and communication which includes the university's internal and external web presence, social media tools, email, mass text messaging, video, audio, and digital signage.

The domain-specific advisory committees each coordinate a portfolio of domain-specific initiatives and make recommendations to the Georgian Court Technology Committee. They identify synergies among initiatives in their domain, and resolve overlaps, gaps, and conflicts between those initiatives. They recommend relative priorities among initiatives within their domain.

#### 2.3 University-level Technology Governance

The Georgian Court Technology Committee oversees the portfolio of all technology initiatives regardless of domain. It involves university leaders with both operational and strategic perspectives, and approves technology initiatives, overall priorities, and high-level implementation schedules, working with other budgeting and planning functions to support the execution of the initiatives.

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The Technology Committee identifies synergies among all technology initiatives and between technology initiatives and non-technology initiatives, and resolves overlaps, gaps, and conflicts between them. It also ensures alignment of technology initiatives with the university's long-term plans.

The Technology committee approves tactical and operational technology initiatives and recommends strategic technology initiatives to the President's Cabinet for consideration.

### **2.4 The President's Cabinet**

The President's Cabinet considers and approves strategic technology initiatives and considers proposals relating to strategic technology directions.

### **2.5 The Office of Information Technology**

The Office of Information Technology is charged with managing technology initiatives approved by the President's Cabinet and the Technology Committee, and does so in concert with members of the university community appropriate to the effort.

### 3.0 Technology Governance Structure

#### 3.1 Committee Structure and Purpose

The governance structure for information technology at Georgian Court University is composed of an oversight committee and three domain-specific advisory committees.

**The Technology Committee** approves and maintains oversight for technology initiatives, ensures coordination with non-technology initiatives, and ensures alignment with university plans and objectives. The committee refers strategic initiatives to the President’s Cabinet for review.

**The Instructional Technology Committee** develops and clarifies technology-related policies, procedures, and initiatives for teaching, learning, and research including: learning management systems, general classroom and lab technology, desktop and mobile software to support academic activities. The committee makes recommendations to the Technology Committee.

**The Administrative Technology Advisory Committee** develops and clarifies technology-related policies, procedures, and initiatives relating to administrative systems including: student- and alumni-related information systems, finance, payroll and personnel, planning, fundraising, security and access control. In addition, it serves as an operational committee for coordination of on-going administrative processes. The committee makes recommendations to the Technology Committee.

**The Technology-assisted Communication Advisory Committee** develops and clarifies technology-related policies, procedures, and initiatives for the university’s web presence and technology-assisted communication methods including: the University’s internal and external web presence, social media tools, email, mass text messaging, video, audio, and digital signage. The committee makes recommendations to the Technology Committee.

### 3.2 Georgian Court Technology Committee

#### 3.2.1 Purpose

The purpose of the Georgian Court Technology Committee is to approve and oversee all technology initiatives.

#### 3.2.2 Responsibilities

The responsibilities of the Technology Committee are:

- (a) Review and clarify technology-related policies brought from committees;
- (b) Identify synergies among and resolve overlaps, gaps, and conflicts between technology-related policies and policies developed through other university governance structures;
- (c) Review and clarify proposals for hardware, software, and services initiatives;
- (d) Identify synergies among and resolve overlaps, gaps, and conflicts between technology-related initiatives and initiatives developed through other university governance structures;
- (e) Review, approve, and set priorities and overall sequencing for tactical and operational technology initiatives;
- (f) Recommend to the President's Cabinet strategic technology initiatives and directions;
- (g) Review policies and procedures for information technology governance; and
- (h) Communicate to stakeholders on committee activities.

#### 3.2.3 Membership

The membership of the Technology Committee shall be:

- (a) the Vice President for Finance and Administration;
- (b) the Provost;
- (c) the Chair of the Administrative Technology Committee;
- (d) the Chair of the Instructional Technology Committee;
- (e) the Chair of the Technology-assisted Communication Committee;
- (f) one member of the Executive Officers of the Faculty Assembly;

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- (g) one School Dean;
- (h) one student appointed by the Executive Officers of the Student Government Association; and
- (i) the Chief Information Officer.

The Chief Information Officer chairs the Committee. The Committee meets on the call of the Chair from September through May. The Chair may call a summer meeting.

### 3.3 Instructional Technology Committee

*Approved by the Faculty Assembly April 16, 2015.*

#### 3.3.1 Purpose

The purpose of the Instructional Technology Committee is to develop and recommend to the Georgian Court Technology Committee and Faculty Assembly technology-related policies, procedures, and initiatives affecting the use of technology in teaching, learning, and research, informed by university plans. It is both a standing faculty committee and an administrative committee.

#### 3.3.2 Responsibilities

The responsibilities of the Instructional Technology Committee are:

- (a) to promote the integration of computers and various educational technologies in academic areas;
- (b) to act as a resource to the faculty and as liaison between faculty and administration for identifying computer and instructional technology needs;
- (c) to advise on educational technology training for faculty;
- (d) to assist academic departments in coordinating the use of network software and to participate in determining campus standards available on the network;
- (e) to advise administration, particularly Information Technology (IT), on the development of policies and procedures relating to the use of technology for academic purposes;
- (f) to identify synergies among and resolve overlaps, gaps, and conflicts between technology-related initiatives for teaching, learning, and research;
- (g) to develop technology-related policies and procedures for teaching, learning, and research for recommendation to the Technology Committee and Faculty Assembly;
- (h) to advise on proposals for new and changed uses of technology in teaching, learning, research, and service, if needed;
- (i) to advise the Curriculum Committee and Graduate Council as appropriate;
- (j) to review and advise on the progress of initiatives in its domain; and
- (k) to communicate to the academic community on committee activities.

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### **3.3.3 Membership**

The Instructional Technology Committee is also a standing faculty committee, whose Chair serves on the Executive Committee of the Faculty Assembly.

The membership of the Instructional Technology Committee shall be:

- (a) one faculty member each from the School of Education and the School of Business, and two from the School of Arts and Sciences, with one of the Arts and Sciences members coming from Arts or Humanities and the other from Sciences or Mathematics, each elected from among the entire faculty for staggered terms of two years;
- (b) one representative of the Library Faculty;
- (c) one student selected by the Executive Committee of the Student Government Association;
- (d) the Director of Instructional Technology (without vote);
- (e) other Technology personnel as recommended by IT (without vote);
- (f) an academic administrator representative from the Office of the Provost (ex officio); and
- (g) the Chief Information Officer (without vote).

The Chair is chosen from among the faculty members by the Committee. The Chair of the Instructional Technology Committee is also a member of the Executive Committee of the Faculty Assembly, the university Technology Committee, and the Web Committee.

The Committee meets three times per semester with additional meetings on the call of the Chair.

### 3.4 Administrative Technology Advisory Committee

#### 3.4.1 Purpose

The purpose of the Administrative Technology Advisory Committee is to develop and recommend to the Georgian Court Technology Committee technology-related policies, procedures, and initiatives affecting the use of technology in university administration, in alignment with university and Information Technology strategic plans.

#### 3.4.2 Responsibilities

The responsibilities of the Administrative Technology Advisory Committee are:

- (a) to develop administrative technology-related policies for recommendation to the Technology Committee;
- (b) to analyze and coordinate business processes and the use of administrative systems, and implement efficiency improvements;
- (c) to identify synergies among and resolve overlaps, gaps, and conflicts between administrative technology-related policies and procedures;
- (d) to develop and clarify proposals for administrative hardware and software initiatives for recommendation to Georgian Court Technology Committee;
- (e) to identify synergies among and resolve overlaps, gaps, and conflicts among administrative technology-related initiatives;
- (f) to recommend technology training for administrative systems;
- (g) to review and advise on the progress of initiatives in its domain; and
- (h) to communicate to stakeholders on committee activities.

#### 3.4.3 Membership

The membership of The Administrative Technology Advisory Committee shall be:

- (a) two representatives from the Student Systems Working Group, which includes Admissions, Advising, Financial Aid, Bursar, Registrar, Alumni Relations, Institutional Research, Residence Life, Student Development, Student Success, TLC, Student Support Services;
- (b) two representatives from the Administrative Systems Working Group, which includes Finance, Purchasing, Human Resources, Facilities, Marketing, Advancement, Security, Special Events;

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- (c) one representative from the Council of Deans;
- (d) all Programmer/Analysts from the Office of Information Technology;
- (e) the Director of Administrative Systems;
- (f) the Chief Information Officer; and
- (g) other personnel as needed, as determined by the committee.

The Committee chooses the Chair for a one-year term.

The Committee meets on the call of the Chair.

### 3.5 Technology-assisted Communication Advisory Committee

#### 3.5.1 Purpose

The purpose of the Technology-assisted Communication Advisory Committee is to develop, clarify, and recommend to the Technology Committee technology-related policies, procedures, and initiatives relating to the university's web presence and technologies for mass communication, in alignment with university and Information Technology strategic plans.

#### 3.5.2 Responsibilities

The responsibilities of the Technology-assisted Communication Advisory Committee are:

- (a) To recommend to the Technology Committee policies and procedures for content, organization, and presentation of web-delivered information and technology-assisted communications intended for internal and external audiences;
- (b) To recommend to the Technology Committee standards for university web sites which include compliance with laws and regulations, ADA compliance issues, a common navigation system, branding, and templates;
- (c) To recommend to the Technology Committee technology initiatives relating to the university's web presence and communication tools;
- (d) To guide web content developers to ensure that they: provide content for GCU mass communication that serves the university's goals and mission; are accountable for all mass communication content for which they are responsible; develop mass communication content that is current, accurate, and has link integrity; review and update mass communication content on agreed-upon schedules; and comply with university standards for publishing content;
- (e) To review web content changes for compliance with policies and standards;
- (f) To recommend training related to the Web and communication technologies; and
- (g) To communicate to stakeholders on committee activities.

#### 3.5.3 Membership

The membership of the Technology-assisted Communication Advisory Committee shall be:

- (a) the Web Administrator;
- (b) one marketing professional from the Office of Marketing and Communications;

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- (c) the Graphic Artist;
- (d) one faculty member appointed by the Executive Officers of the Faculty Assembly for a two-year term;
- (e) one student appointed by the Executive Committee of the Student Government Association;
- (f) the Director of Administrative Systems;
- (g) the Chief Information Officer; and
- (h) other personnel as needed, as determined by the committee.

The Committee chooses the Chair for a one-year term. The Committee meets no less than four times per year on the call of the Chair.

### History

#### **Version 8 6/1/2015 Steve Carol**

*Version 8 of this document incorporates the official language describing the Instructional Technology Committee, as approved by the Faculty Assembly on April 16, 2015. It also presents improvements in language and punctuation that do not materially change the content of the previous version.*

#### **Version 8.01 1/27/2016 Steve Carol**

*Version 8.01 changes “President’s Administrative Team” to “President’s Cabinet” throughout.*