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# Information Technology Council East Tennessee State University

Information Technology Services at East Tennessee State University is governed by the Information Technology Council (ITC). ITC consists of faculty, staff, and students. ITC will oversee the IT governance structure and processes for ETSU. ITC will also oversee the activities of the governance coordinating subcommittees that are part of this structure. The subcommittees will provide recommendations regarding strategies, priorities, policies, and standards for campus computing to the ITC and/or the CIO/Senior Vice Provost as well as items related to computing, networking, telecommunications, and other technologies that support the ETSU mission.

The ITC will provide oversight of IT governance and input to the CIO/Senior Vice Provost regarding:

1. Strategic Alignment  
Alignment of the ETSU IT strategy with the University's business and academic missions, needs, and objectives.
2. Customer Service  
Assures that IT strategy delivers benefits and provides value.
3. Resources  
Assures optimal investment in and proper management of IT resources, including applications, information, infrastructure, and people.
4. Security  
Provides understanding and awareness of IT risks and identification of effective, appropriate management of these risks

The ITC was created in order to implement this process. Chaired by the CIO/Senior Vice Provost, ITC membership will include:

- Three faculty members selected by the CIO/Senior Vice Provost, and serving 3 year terms. (Terms to be staggered and limited to 2 terms)
- Five members from administration, with one representative each appointed by the Provost, Vice President for Finance and Administration, Vice President for Student Affairs, Vice President for Advancement, and the Vice President for Health Affairs.
- Information Technology Auditor
- Two CIO/Senior Vice Provost direct reports including:
  - ACIO/Chief of Staff
  - CISO/ACIO
- Chairs of ITC Standing Subcommittees
  - Academic/Instructional Technologies
  - Security and Administrative Technologies
  - Telecommunications/Networking
  - Innovation Subcommittee
  - Web Technologies
  - Research Technologies
  - Student Advisory Committee

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Membership on these subcommittees is inclusive of many university constituencies. The topics they consider and recommendations they make to the ITC are considerable and varied. All members of the University community are urged to participate in the process. The Chair of the appropriate subcommittee should be contacted in order to discuss placing an item on the agenda. ITC meets the second Tuesday of every month beginning in September.

### **Information Technology Council Structure**

For Consideration of the University Council November 2016

#### **1. Statement of Purpose**

The purpose of this document is to institute a governance structure (1) to assist the CIO/Senior Vice Provost in executive level strategic management decisions involving information technologies, (2) to set directions and priorities for information technology, and (3) to develop policies and procedures to be implemented by Information Technology Services.

#### **2. ITC Organizational Chart**

#### **3. Charge to the Information Technology Council (ITC)**

The charge to the ITC is to assist the Chief Information Officer and Senior Vice Provost in setting priorities and determining the direction for information technologies in the furtherance of the University's teaching, research, service, and administrative functions. The council will assist in setting long-range strategic priorities, overseeing related policies, and supporting the use of information technology within the University. Reporting to the ITC are seven standing committees: The Academic/ Instructional Technology Subcommittee; the Administrative Technology Subcommittee; the Telecommunications/Networking Technology Subcommittee; the Web Steering Committee; the Security Subcommittee; the Research Subcommittee, and Student Advisory Subcommittee. Information Technology Services will participate in all ITC and Subcommittee activities and will coordinate implementation of ITC decisions.

#### **The goals of the ITC should include:**

- Review and approve a strategic plan for the use of information technology within the University, coordinated with the University strategic planning process;
- Review and approve annual operational plans, work plans, timeframes, and budgets developed by the Chief Information Officer and Senior Vice Provost to guide implementation of the goals of the strategic plan;
- Review and approve appropriate administrative policies and procedures recommended by the Subcommittees;
- Resolve recommended information technology issues referred to the Council by its Subcommittees and members, and communicate such decisions to its service customers;
- Set priorities for information technology endeavors;

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- Ensure an annual evaluation of the institutional effectiveness in implementing the strategic plan for information technology; and
- Provide guidance to Information Technology Services on the implementation of ITC decisions.

#### 4. Charge to the Subcommittees

The charge to each of the Subcommittees is the same as the charge to ITC with their respective functional areas of concern. The CIO and Senior Vice Provost shall appoint the Chairperson of each Subcommittee. It is envisioned that each Subcommittee will perform the required analysis and present their recommendations to the ITC for approval and integration. The goals of the subcommittees should include:

- Recommend information technology issues and policies to the ITC
- Analyze needs and identify incomplete services
- Recommend priorities for information technology initiatives
- Develop multi-year university-wide plans for information technology services linked to the strategic plan
- Communicate technology processes and policies to faculty, staff, and students
- Carry out an annual evaluation of effectiveness

#### Subcommittee Procedures

- Subcommittee Activities – Support for the activities of the subcommittee will be staffed by a person designated by the CIO/Senior Vice Provost. The CIO/Senior Vice Provost will assist the committee upon request by the subcommittee chair.
- Meeting Structure – The chairperson of each subcommittee will collect agenda items and circulate those items in advance of each meeting to ensure informed discussions of scheduled topics.
- Meeting frequency – at least quarterly. The subcommittee will determine the meeting scheduled based on needs related to current activities.
- Documentation of proceedings – All meetings shall have notes of discussion, recommendations, and action items.

4.1 Membership on the **Academic/Instructional Technology Subcommittee** shall consist of the following representatives:

- One representative appointed by the Dean of Arts & Sciences
- One representative appointed by the Dean of Business and Technology
- One representative appointed by the Dean of Clinical and Rehabilitative Health Sciences
- One representative appointed by the Dean of Continuing Studies and Academic Outreach
- One representative appointed by the Dean of Education
- One representative appointed by the Faculty Senate
- One representative appointed by the Dean of Medicine
- One representative appointed by the Dean of Nursing
- One representative appointed by the Dean of Pharmacy
- One representative appointed by the Dean of Public Health

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- One representative from ITS Classroom and Online Education appointed by the CIO/Senior Vice Provost
- Chair, ACIO/Chief of Staff appointed by the CIO/Senior Vice Provost

### **Responsibilities and Decision Domains**

- Learning Management System
- Classroom Technologies
- Instructional Technologies
- Accessibility of Instructional Technologies
- Hardware Standards
- Student Support

4.2 Membership on the **Security and Administrative Technology Subcommittee** shall consist of the following representatives:

- Three representatives selected from the following areas served by the Student Information System: Undergraduate Admissions & Records, Financial Aid, and Graduate Admissions & Records appointed by the Vice President for Academic Affairs
- One representative from the College of Medicine selected from the areas served by the Student Information System appointed by the Vice President for Health Affairs
- One representative from the College of Pharmacy selected from the areas served by the Student Information System appointed by the Vice President for Health Affairs
- Two representatives from the areas served by the Financial Records System appointed by the Vice President for Finance and Administration
- One representative from Accounts Receivable appointed by the Vice President for Finance and Administration
- One representative from the areas served by the Human Resources System appointed by the Vice President for Finance and Administration
- One representative from the areas served by the Alumni Development System appointed by the Vice President of University Advancement
- One representative from Student Affairs appointed by the Vice President for Student Affairs
- One representative from the ITS Information Systems Group, appointed by the CIO/Senior Vice Provost
- One representative from the Office of Institutional Effectiveness & Planning appointed by the Associate Vice Provost/Chief Planning Officer
- One representative from the Office of Internal Audit appointed by the Director
- One representative appointed by the HIPAA Compliance Officer
- Chair, Chief Information Security Officer and Associate Chief Information Officer

### **Responsibilities and Decision Domains**

- Banner Enterprise Resource Planning System
- University-wide applications that integrate with Banner
- Evaluation, prioritization, and recommendation of significant changes and/or additions to enterprise systems
- Formal process definition around decisions regarding enterprise resource planning systems

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- Recommendations and prioritization of on premises and cloud services
- Recommendations for information technology security policies
- Formal process definition regarding information technology security
- Development and maintenance of regulations related to FERPA and HIPAA requirements
- Define processes for the implementation and maintenance of the information technology security plan
- Identify and implement safeguards relative to information security and privacy
- Identify methods and promote awareness of information technology security issues to the campus
- Develop campus-wide standards and processes to improve information security
- Communication of subcommittee decisions

4.3 Membership on the **Telecommunications/Networking Technology Subcommittee** shall consist of the following:

- One representative appointed by the Dean of Arts & Sciences
- One representative appointed by the Dean of Business and Technology
- One representative appointed by the Dean of Clinical and Rehabilitative Health Sciences
- One representative appointed by the Dean of Education
- One representative appointed by the Dean of Nursing
- One representative appointed by the Dean of Public Health
- One representative appointed by the Dean of Libraries
- One representative appointed by the Dean of Graduate Studies
- One representative appointed by the Dean of Continuing Studies and Academic Outreach
- One representative appointed by the Dean of College of Medicine
- One representative appointed by the CIO/Senior Vice Provost from ITS Systems Support
- One representative appointed by the CIO/Senior Vice Provost from ITS Networking/Telecommunications
- Chair, CISO/ACIO appointed by the CIO/Senior Vice Provost

### **Responsibilities and Decision Domains**

- Campus network infrastructure
- Wireless Infrastructure
- Bandwidth
- Campus voice system
- Prioritization of short-term and long-term infrastructure needs
- Recommendations regarding on premises or cloud services

4.4 Members of the **Innovation Subcommittee** shall consist of the following representatives:

- One representative appointed by the Vice President for Student Affairs
- One representative from ITS appointed by the CIO and Senior Vice Provost to represent Student Computer Lab requirements (Special Projects Manager)
- Two faculty members appointed by the President of the Faculty Senate
- One representative appointed by the Vice President for Health Affairs
- One student representative appointed by the Student Government Association
- Chief Information Officer/Senior Vice Provost (ex officio)

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- Chair, Associate CIO and Chief of Staff for Information Technology Services appointed by the CIO/Senior Vice Provost

### Responsibilities and Domain Decisions

- Issue an RFP to the campus each year for innovative technology proposals including faculty, staff, and students
- Review and approval of innovative projects submitted annually
- Determine percentage of the technology fee to be allocated to fund innovative projects
- Develop and maintain a rubric to be used for innovative project approval
- Oversee the implementation of approved innovative projects

4.5 Members of the **Web Steering Subcommittee** shall consist of the following representatives:

- One representative appointed by the Vice President for Finance and Administration
- One representative appointed by the Vice President for Health Affairs
- One representative appointed by the Vice President for Student Affairs
- One representative appointed by the Vice President for Academic Affairs
- One representative appointed by the Vice President for Advancement
- One representative appointed by the Office of University Relations
- Chair, Web Manager appointed by the CIO/Senior Vice Provost

### Responsibilities and Domain Decisions

- Oversight and strategic direction for the ETSU website
- Appropriate policies, processes, and procedures for current and future website standards
- Accessibility compliance for the website
- Template compliance with university identity standards
- Web design
- Usability testing
- Web analytics and research

4.6 Members of the **Research Subcommittee** shall consist of:

- One representative appointed by the Vice President for Academic Affairs
- One representative appointed by the Vice Provost for Research
- One representative appointed by the Vice President for Health Affairs
- Chair, ITS Director of Research Computing appointed by the CIO/Senior Vice Provost

### Responsibilities and Domain Decisions

- Research computing platforms
- Management and storage standards for research data

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- Faculty support for research computing
- Recommendations regarding on premises research computing and cloud research computing

4.7 Members of the **Student Information Technology Advisory Subcommittee** shall consist of:

- Five representatives appointed by the Student Government Association
- Two representatives appointed by the Graduate and Professional Student Association
- One representative appointed by the Vice President for Student Affairs
- Three representatives appointed by the Chief Information Officer/Senior Vice Provost
- Chair, Web Manager appointed by the CIO/Senior Vice Provost

### **Responsibilities and Domain Decisions**

- Identify student information technology priorities
- Recommendations regarding campus computing technologies
- Articulate student needs related to information technologies
- Identify and report customer service issues related to student use of information technologies

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### East Tennessee State University Technology Fee Policy

The Technology Fee (TF) should be used for direct student benefit, for items such as new and improved high technology laboratories and classrooms, appropriate network, infrastructure, software, computers and other equipment, and technological improvements that enhance teaching, research, and service.

- Computers and other technical laboratory supplies, equipment, software and maintenance
- Network costs (www, internet, interactive video, etc.)
- "Smart" or multi-media classroom equipment and classroom modifications
- Lab and course staffing – student and staff assistance for lab and classroom uses; staffing is limited to a 12% maximum of the TF budget for student or staff employees
- Renewal and replacement reserves as necessary for classrooms and laboratories
- Approved software and hardware for faculty use when faculty are actively engaged in developing and conducting online courses
- Faculty and staff development directly related to the introduction or application of new technology which impacts students. These guidelines should have the flexibility to place instructional technology in a faculty lab where course materials are being prepared. For example, TF funds can be used to create faculty labs to include the purchase of computers and to conduct faculty training and course development. Travel costs for faculty and staff are excluded; however, consultants may be hired as needed for training.
- Infrastructure (wiring, network, servers, etc.) necessary to provide students maximum computing capability
- Expand technology resources in library, i.e., video piped anywhere on campus, interactive video room for distance education, network for web video courses.
- Provide funding and support for innovative technology projects. An amount determined each year will be used to fund innovative projects. The amount will be determined by the CIO/Senior Vice Provost in conjunction with the ITS budget officer and the Innovative Technology Subcommittee reporting to ITC. The Innovative Technology Subcommittee will issue an RFP to the campus each year for innovative projects.

Compliance with these guidelines will be audited by the internal audit staff and reported to the ETSU Board of Trustees as determined by the internal auditor's annual risk-based planning process or other appropriate means.