IT Prioritization
CHARTER

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Background
In late 2012, UW-Platteville conducted an assessment of University-wide IT Prioritization, defined as the framework for decision rights and accountability to encourage desirable behavior in the use of IT. Given institutional growth, and heightened project demand related to an evolving technology landscape, the University wants to ensure that IT resources are appropriately aligned with broader institutional strategy, and delivered in an efficient and effective manner.

The assessment illuminated a number of strengths related to the current IT Prioritization model, including the formation of TOPC (Technology Oversight Planning Committee), its established tools, and the various technology forums for stakeholder input on campus. However, the assessment also identified a variety of challenges and limitations, namely:

- Inconsistent processes and criteria for IT prioritization and decision-making
- Roles and responsibilities not clearly defined or consistently applied
- General lack of awareness of how IT decisions are made across campus

As a result of the assessment, the University identified several opportunities to improve the existing IT Prioritization structure and process, and promote a University-wide approach to technology adoption, application, and decision-making. The formation of TOPC, and ongoing efforts of existing technology-related committees have established a solid IT Prioritization foundation to build upon at UW-Platteville. The new IT Prioritization model leverages this progress, while establishing the strategic, operational, and technical decision-making processes to enable the University to achieve its mission and objectives.

General Responsibilities of the IT Prioritization Model

- Align IT investment with the strategic mission, direction, and initiatives of UW-Platteville
- Establish IT policies that support strategic, campus-wide IT priorities
- Oversee the overall funding model for IT expenditures on campus
- Define technical standards and ensure institution-wide IT infrastructure services align with constituent needs
- Establish best practices and tools for IT across campus

IT Prioritization Values

*Simplicity*: Minimize bureaucracy, with clear processes and entry points into the model

*Transparency*: Routinely document and communicate decisions and rationale with campus

*Accountability*: Hold committees and task forces accountable for delivering on their responsibilities; define clear escalation paths for issue resolution

*Adaptability*: Allow for change based on evolving needs on information and information technologies

*Representation*: Provide for appropriate representation of various constituencies across campus

*Support*: Provide staff and resources to support the process and committee activities
Model Overview

The new IT Prioritization model at UW-Platteville is designed to be institutionally focused, while representative of all campus stakeholders. The following diagram illustrates the revised committee structure:

![Committee Structure Diagram]

Existing university-level technology committees will eventually be merged with the revised IT Prioritization model, with the exception of a combined BI/PASS and STAC, which will remain as standalone committees.

Committee Overview and Responsibilities

Below is an overview of each of the IT Prioritization committees and their associated responsibilities. More detailed information on roles and responsibilities can be found in the IT Prioritization committee Charter documents.

Executive IT Committee
Charter: Meets monthly; has overall responsibility for ensuring IT alignment with the central mission of UW-Platteville. Key responsibilities include:
- Provide cross functional input and ownership regarding the IT project portfolio
- Review and approve/reject recommendations from Administrative Systems/Educational Technology/Infrastructure Advisory committees related to project demand
- Approve overall IT funding model
- Monitor initiative milestones and benchmarks
- Resolve organizational issues
- Provide Executive communications to campus stakeholders

Membership: Assistant Vice Chancellor for Information Technology/Chief Information Officer (Chair), Vice Chancellor for Administrative Services or permanent designee, Provost & Vice Chancellor for Academic Affairs or permanent designee, chairs of three Advisory Committees, PMCOE representative (support), administrative OIT staff member (LTE support)

Administrative Systems Committee (Advisory)
Charter: Meets twice a month; provides oversight and sets priorities for the development and integration of UW-Platteville’s enterprise systems. Key responsibilities include:
- Make recommendations to the Executive IT Committee regarding system development, funding, and policy
- Evaluate, recommend, and approve new projects/initiatives/enhancements
- Monitor in process initiatives
- Resolve escalation of issues which span college/divisional boundaries
Membership: Select campus business unit representatives, appointed academic representative, Assistant Vice Chancellor for Information Technology/Chief Information Officer, PMCOE representative (support), administrative OIT staff member (LTE support)

**Educational Technology Committee (Advisory)**
Charter: Meets twice a month; provides oversight and sets priorities for the use of educational technologies that support the teaching and learning environments at UW-Platteville. Key responsibilities include:

- Identify opportunities for improvement or innovation in teaching and learning that can be enabled by educational technology
- Provide a forum where faculty and schools can collaborate in their use of educational technology
- Evaluate, recommend, and approve new projects/initiatives
- Monitor in-progress initiatives

Membership: Faculty member from each College, Provost’s appointee, ICET Director or permanent designee, Media Technology Services representative, Assistant Vice Chancellor for Information Technology/Chief Information Officer, Director of Social Community, PMCOE representative (support), administrative OIT staff member (LTE support)

**Infrastructure Committee (Advisory)**
Charter: Meets twice a month; provides oversight and sets priorities for the information technology infrastructure at UW-Platteville. Key responsibilities include:

- Ensure alignment of UW-Platteville’s IT infrastructure services with academic and administrative direction, goals, and priorities
- Evaluate, recommend, and approve new projects/initiatives/service solutions related to the University’s IT infrastructure and service offering
- Provide a forum for the discussion of new infrastructure requirements or emerging technologies

Membership: Select OIT representatives, Deputy CIO, Provost’s appointee, Media Technology Services representative, Alternate Delivery Systems representative, Resnet representative, PMCOE representative (support), administrative OIT staff member (LTE support)

Members of IT Prioritization Advisory committees will serve two year renewable appointments. Membership may evolve as the IT Prioritization model matures. Identified roles are voting members, unless indicated as ‘support’. All meetings will provide opportunity to include others when projects and/or agenda are of interest/concern.

**Communication**
Notes for all IT Prioritization meetings will be made available on the IT Prioritization web page. Documentation of decisions will be provided by the appropriate committee. Certain decisions and projects may need a variety of communication methods due to their scope and complexity. These communication efforts will be determined on a case--by--case basis and will be handled by the Executive IT Committee in conjunction with OIT Communications.

**Projects**
All IT projects are to be submitted to the IT Prioritization process, regardless of funding source. IT-related grant requests should also be submitted. To be considered an IT project, requests must meet one or more of the following criteria:

- Work requiring more than 24 hours (3 working days) of IT time
- Cost greater than $5,000
- An existing project cost adjustment greater than 25 percent
- Work/impact broader than one campus department or equivalent unit
- Requires coordination across IT
- Involves standing up a new technology or expanding functionality of an existing solution
• Any IT-related grant request

Members of academic units, administrative departments, and IT Prioritization committees can submit project requests for consideration via web form. For projects initiated by those outside of the IT Prioritization committee structure, approval from an immediate supervisor is required before project are submitted.

In collaboration with the Project Management Center of Excellence (PMCOE), IT Prioritization committees will complete an initial review of requests and support the development of high-impact ideas into business cases for further committee consideration. Projects are to be submitted as needs arise, with an estimated timeline for the IT Prioritization review process determined by the documented IT Prioritization workflow cycle.

OIT will dedicate IT project management resources for projects resulting from IT Prioritization decisions. All IT Prioritization committees will focus on setting direction and ensuring accountability rather than implementation activities. IT Prioritization committees can and should be working with the OIT project teams and the PMCOE for updates on projects.

Policy

Each committee will have the authority to identify and draft IT policies. Policy recommendations are vetted through the Executive IT Committee for approval. IT Prioritization committees may enlist the help of individuals outside of the committee when drafting and reviewing policies.

Exception Handling

 Expedited decisions or exceptions regarding projects/issues will be handled directly by the Executive IT Committee. The chairs for each Advisory committee will gate the exception request and must approve of the exception going to the Executive IT Committee.

Task Forces

IT Prioritization committees may create task forces as needed. A task force may be appointed by any of the IT Prioritization committees as needed to investigate issues and explore IT solutions. Task forces will be bound by specific timeframes and objectives. They are not considered standing or ongoing IT Prioritization committees.

IT Prioritization Meetings

All IT Prioritization committee meeting times will be set by the committee chair. The Executive IT Committee will meet monthly to review the work accomplished by the other IT Prioritization committees and make any IT decisions that have been escalated. The Advisory committees will meet twice a month to review new project requests, receive updates on ongoing projects, and review additional agenda items as needed.

Membership to all IT Prioritization committees requires personal attendance. No substitutes will be permitted in place of formal committee members.

Role of the Project Management Center of Excellence

UW-Platteville’s recently established Project Management Center of Excellence (PMCOE) will serve as an extension of the IT Prioritization model, among other responsibilities. PMCOE representative(s) will attend IT Prioritization committee meetings, support the management of the project portfolio, and escort projects from the submit phase through the IT Prioritization process.
Administrative Support

In alignment with UW-Platteville's IT Prioritization values, administrative support will be provided to each IT Prioritization committee in order to facilitate productive meetings, an effective IT Prioritization process, and timely/pertinent communication to campus. The Office of Information Technology will provide an administrative staff member who will support each IT Prioritization committee's chair and members with meeting preparation, minutes, communication, and other tasks as necessary.