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:

![Diagram showing the hierarchy of committees]

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
Expeditied 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.
IT Prioritization Committee Charter
EXECUTIVE IT COMMITTEE

VERSION: 2.0        REVISION DATE: July 22, 2013

UW-Platteville’s IT Prioritization model is composed of four committees (Executive IT, Administrative Systems, Educational Technology, and Infrastructure), with members representing all facets of the University who are interested in and/or responsible for the operation, maintenance, or enhancement of information technology on campus. The goals of the IT Prioritization committee structure are to:

- 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

In concert with the Project Management Center of Excellence, the Assistant Vice Chancellor for Information Technology/Chief Information Officer is charged with supporting the processes and functions of all IT Prioritization committees.

Executive IT Committee

The Executive IT Committee, chaired by the Assistant Vice Chancellor for Information Technology/Chief Information Officer, serves as the University’s lead IT Prioritization body, and is responsible for all major IT decision-making at UW-Platteville. The committee is responsible for setting key IT priorities for campus, approving the University’s overall IT budget structure, balancing the IT project portfolio, endorsing IT principles and policies, and establishing accountability for enacting decisions.

The committee evaluates input received from the following UW-Platteville IT Prioritization Advisory committees:

- Administrative Systems Committee
- Educational Technology Committee
- Infrastructure Committee

Structure

The Assistant Vice Chancellor for Information Technology/Chief Information Officer serves as chair. Members include the Vice Chancellor for Administrative Services, the Provost & Vice Chancellor for Academic Affairs, the chairs of the three Advisory Committees, an OIT representative, a PMCOE representative (support), and an administrative OIT staff member (LTE support).

Responsibilities

1. Oversee development and updating of the University’s strategic technology plan
2. Ensure IT infrastructure and services are aligned with academic and administrative direction and priorities
3. Ensure the University has a sustainable, institutional budget structure for IT infrastructure, projects, and services
4. Provide oversight for the IT Prioritization framework; establish priorities for Advisory Committees and consider recommendations they bring forward
5. Review requests for major IT projects/initiatives/grants where appropriate, and provide guidance for allocating resources for such projects/initiatives
6. Balance and oversee the IT portfolio to ensure an appropriate mix of projects/services to run, transform, and grow the institution
7. Ensure appropriate policy exists to establish authority, accountability, and responsibility relating to information and technology
8. Ensure the University has an effective IT and information security framework with appropriate controls
9. Ensure existing and emerging technologies that enable the pursuit of academic and administrative excellence are broadly available to the UW-Platteville community
10. Provide direction to prevent, where appropriate, unnecessary redundancy or non-sustainable service/project implementations and their resulting inefficiencies and risks
11. Ensure timely and relevant technology-related communications are provided to campus stakeholders

Operating Procedure

The Executive IT Committee will meet monthly to discuss and make decisions relating to the topics identified above. Urgent issues may be dealt with via email or additional meetings may be scheduled as needed.

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

Members

- Sue Traxler, Assistant Vice Chancellor for Information Technology/Chief Information Officer (Chair)
- Robert G. Cramer, Vice Chancellor for Administrative Services or permanent designee
- Mittie Nimocks Den Herder, Provost & Vice Chancellor for Academic Affairs or permanent designee
- Chair, Administrative Systems Committee (Two-year appointment)
- Chair, Educational Technology Committee (Two-year appointment)
- Chair, Infrastructure Committee (Two-year appointment)
- Project Management Center of Excellence Director or Project Manager (Support)
- Administrative Staff Member (LTE Support)

The three Advisory Committee Chairs will serve two year renewable appointments to the Executive IT Committee. 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.
IT Prioritization Committee Charter
ADMINISTRATIVE SYSTEMS COMMITTEE

VERSION: 2.0  REVISION DATE: July 22, 2013

UW-Platteville’s IT Prioritization model is composed of four committees (Executive IT, Administrative Systems, Educational Technology, and Infrastructure), with members representing all facets of the University who are interested in and/or responsible for the operation, maintenance, or enhancement of information technology on campus. The goals of the IT Prioritization committee structure are to:

- 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

In concert with the Project Management Center of Excellence (PMCOE), the Assistant Vice Chancellor for Information Technology/Chief Information Officer is charged with supporting the processes and functions of all IT Prioritization committees.

Administrative Systems Committee

The Administrative Systems Committee, chaired by TBC, is intended to be representative of UW-Platteville’s administrative user-community, providing oversight and setting priorities for the development and integration of UW-Platteville’s enterprise systems. The systems within this committee’s purview include student, finance, human resources, facilities, and advancement. The committee is responsible for taking an institution-wide approach to assessing how UW-Platteville should invest in and integrate its enterprise systems.

Structure

The TBC serves as chair. Members include select campus business unit representatives, an appointed academic representative, the Assistant Vice Chancellor for Information Technology/Chief Information Officer, a PMCOE representative (support), and an administrative OIT staff member (LTE support).

This committee will operate within, and leverage the framework of, the campus IT Prioritization process, and will report to the Executive IT Committee, of which its chair will be a member.

The Administrative Systems Committee receives input from the following campus groups:

- University Personnel System (UPS) Project Team Work Group
- Business Intelligence/PASS Committee
- Additional groups as determined by the Committee
Responsibilities

1. Represent faculty, staff, and students in the selection/improvement of administrative IT systems
2. Provide direction to prevent unnecessary redundancy, inefficient, or unsustainable system/service implementations
3. Propose new initiatives to improve administrative IT systems
4. Recommend priorities and policies for administrative systems and services
5. In an institution-wide context, prioritize individual requests for administrative IT projects/investments/grants (e.g., PASS enhancements) including, where appropriate, the development and/or review of business case analysis
6. Assess existing administrative IT projects
7. Develop mechanisms for elevating successful local initiatives to campus-level services
8. Communicate administrative IT policies and provisions to faculty, staff, students and administration
9. Consider and provide institutional communications on the impact of changes in administrative systems on campus processes, policies, and standards
10. Define standards for administrative information systems and services, including risk analysis, quality of service, reliability, and usability
11. Resolve the escalation of issues which span departmental or divisional boundaries

Operating Procedure

The Administrative Systems Committee will meet twice a month to discuss and make decisions relating to the topics identified above. Urgent issues may be dealt with via email or additional meetings may be scheduled as needed.

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

Small projects below $10,000 and/or 40 staff hours are prioritized by the Administrative Systems Committee in partnership with the Office of Information Technology and the PMCOE without needing approval by the IT Executive Committee. Larger projects will be vetted by the Administrative Systems Committee before, if approved, being sent to the IT Executive Committee for further review.

Members (Chair TBC)

Selected individuals (10, including support):
- An appointed representative from the following areas:
  - Administrative Services Division
  - Provost’s Division
  - Student Affairs
  - Academic Affairs
  - Admissions/FA
  - University Advancement
- An appointed academic representative made by Provost Mittie Nimocks Den Herder or the Faculty Senate
- Assistant Vice Chancellor for Information Technology/Chief Information Officer, Sue Traxler,
- Project Management Center of Excellence Director or Project Manager (Support)
- Administrative Staff Member (LTE Support)

Members of the Administrative Systems Committee 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.
IT Prioritization Committee Charter
EDUCATIONAL TECHNOLOGY COMMITTEE

VERSION: 2.0        REVISION DATE: July 22, 2013

UW-Platteville’s IT Prioritization model is composed of four committees (Executive IT, Administrative Systems, Educational Technology, and Infrastructure), with members representing all facets of the University who are interested in and/or responsible for the operation, maintenance, or enhancement of information technology on campus. The goals of the IT Prioritization committee structure are to:

- 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

In concert with the Project Management Center of Excellence (PMCOE), the Assistant Vice Chancellor for Information Technology/Chief Information Officer is charged with supporting the processes and functions of all IT Prioritization committees.

Educational Technology Committee

The Educational Technology Committee, chaired by TBC, provides oversight and sets priorities for the use of educational technologies that support the teaching and learning environments at UW-Platteville. The committee is an opportunity for key stakeholders across the University to work together to create a robust and sustainable educational technology environment. The committee is responsible for taking an institution-wide approach to assessing how UW-Platteville should implement educational technology strategy, policies, and processes to support excellence and innovation across its teaching and learning activities.

Structure

The TBC serves as chair. Members include a Faculty member from each College, a Provost’s appointee, the ICET Director or permanent designee, a Media Technology Services representative, the Assistant Vice Chancellor for Information Technology/Chief Information Officer, the Director of Social Community, a PMCOE representative (support), and an administrative OIT staff member (LTE support).

This committee will operate within, and leverage the framework of, the campus IT Prioritization process, and will report to the Executive IT Committee, of which its chair will be a member.

Responsibilities

1. Evaluate the information technology needs of faculty and students, and assess the impact of technologies on the educational mission of the University
2. In an institution-wide context, prioritize individual requests for educational technology-related projects/investments/grants including, where appropriate, the development and/or review of business case analysis
3. Recommend new educational technology services, support systems, models, best practices, and policies
4. Identify and recommend cost-effective tools that integrate with existing systems and support innovative teaching and learning
5. Evaluate the cost and effectiveness of existing educational technologies (e.g. learning management system) and make recommendations for improvements
6. Evaluate educational technology funding models
7. Communicate educational technology policies and provisions to faculty, staff, students, and administration
8. Provide communications on decisions, projects, and initiatives as they relate to educational technology
9. Coordinate educational technology practices and innovations with regional/national/international educational technology organizations

Operating Procedure

The Educational Technology Committee will meet twice a month to discuss and make decisions relating to the topics identified above. Urgent issues may be dealt with via email or additional meetings may be scheduled as needed.

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

Small projects below $10,000 and/or 40 staff hours are prioritized by the Educational Technology Committee in partnership with the Office of Information Technology and the PMCOE without needing approval by the IT Executive Committee. Larger projects will be vetted by the Educational Technology Committee before, if approved, being sent to the IT Executive Committee for further review.

Members (Chair TBC)

Selected individuals (11, including support):
- Faculty Member, BILSA – chosen from AITC membership
- Faculty Member, LA&E - chosen from AITC membership
- Faculty Member, EMS - chosen from AITC membership
- Provost’s appointee
- Media Technology Services representative
- ICET Director or permanent designee
- Student Representative(s) (STAC)
- Assistant Vice Chancellor for Information Technology/Chief Information Officer, Sue Traxler,
- Director of Social Community
- Project Management Center of Excellence Director or Project Manager (Support)
- Administrative Staff Member (LTE Support)

Members of the Educational Technology Committee 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.
IT Prioritization Committee Charter
INFRASTRUCTURE COMMITTEE

VERSION: 2.0       REVISION DATE: July 22, 2013

UW-Platteville’s IT Prioritization model is composed of four committees (Executive IT, Administrative Systems, Educational Technology, and Infrastructure), with members representing all facets of the University who are interested in and/or responsible for the operation, maintenance, or enhancement of information technology on campus. The goals of the IT Prioritization committee structure are to:

- 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

In concert with the Project Management Center of Excellence (PMCOE), the Assistant Vice Chancellor for Information Technology/Chief Information Officer is charged with supporting the processes and functions of all IT Prioritization committees.

Infrastructure Committee

The Infrastructure Committee, chaired by TBC, provides oversight and sets priorities for the information technology infrastructure at UW-Platteville. The committee reviews current and planned IT infrastructure services to ensure customer awareness, utilization, and satisfaction. The committee is responsible for taking an institution-wide approach to assessing how UW-Platteville should invest in and integrate its IT infrastructure.

Structure

The TBC serves as chair. Members include select OIT representatives, the Deputy CIO, a Provost’s appointee, a Media Technology Services representative, an Alternate Delivery Systems representative, a Resnet representative, a PMCOE representative (support), and an administrative OIT staff member (LTE support).

This committee will operate within, and leverage the framework of, the campus IT Prioritization process, and will report to the Executive IT Committee, of which its chair will be a member.

Responsibilities

1. Ensure alignment of IT infrastructure services with UW-Platteville academic and administrative direction, goals, and priorities
2. Provide oversight for the identification and selection of enterprise-level service solutions for prioritized business needs
3. Provide a forum where new infrastructure requirements or emerging technologies are discussed and considered
4. In an institution-wide context, prioritize requests for infrastructure-related projects/investments/grants including, where appropriate, the development and/or review of business case analysis
5. Consider the value/utilization of existing infrastructure services and oversee sun-setting of services where appropriate
6. Communicate the University’s IT strategies, priorities, and decisions regarding infrastructure services to the campus
7. Ensure that appropriate security is maintained for all services, through corresponding measures, controls, and policies
8. Provide direction to prevent unnecessary redundancy, inefficient, or unsustainable infrastructure service implementations

Operating Procedure

The Infrastructure Committee will meet twice a month to discuss and make decisions relating to the topics identified above. Urgent issues may be dealt with via email or additional meetings may be scheduled as needed.

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

Small projects below $10,000 and/or 40 staff hours are prioritized by the Infrastructure Committee in partnership with the Office of Information Technology and the PMCOE without needing approval by the IT Executive Committee. Larger projects will be vetted by the Infrastructure Committee before, if approved, being sent to the IT Executive Committee for further review.

Members (Chair TBC)

Selected individuals (9, including support):
- Provost-appointed academic representative
- Alternate Delivery Systems representative (technology focused)
- Resnet (or other area) representative (technology-focused)
- Media Technology Services representative
- Deputy CIO
- Office of Information Technology representatives
- Project Management Center of Excellence Director or Project Manager (Support)
- Administrative Staff Member (LTE Support)

Members of the Infrastructure Committee 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.