INFORMATION TECHNOLOGY SERVICES

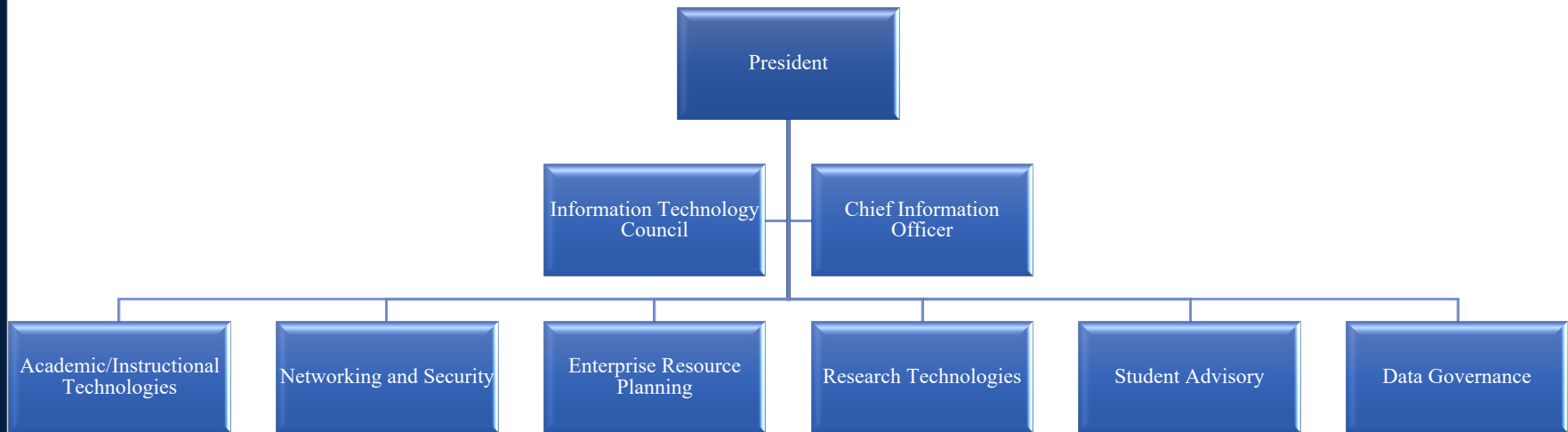EAST TENNESSEE STATE UNIVERSITY

IT Governance

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                        │    President    │
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        │  Information   │       │       │ Chief          │
        │  Technology    │       │       │ Information    │
        │  Council       │       │       │ Officer        │
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President

Information Technology Council

Chief Information Officer

Academic/Instructional Technologies	Networking and Security	Enterprise Resource Planning	Research Technologies	Student Advisory	Data Governance

Statement of Purpose

The primary purpose of the Information Technology Council (ITC) at East Tennessee State University is to ensure alignment of information technology investments, resources, and policies with the strategic goals and priorities of the University.

Charge to the Information Technology Council

The Information Technology Council will advise the Chief Information Officer (CIO) in setting strategic priorities and determining the direction for information technologies that support the University's teaching, research, service, and administrative functions. The council will assist in setting long-range strategic priorities, overseeing the approval of related policies, and supporting the use of information technology within the University.

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Membership

- Three (3) faculty members appointed by the CIO and serving 3 year terms. Terms should be staggered and limited to two (2) consecutive terms.
- One representative, appointed by the CIO, from each of the following units:
    - Office of the Provost
    - Chief Financial Officer
    - Chief Operating Officer
    - Vice President for Student Life and Enrollment
    - Vice President for Advancement
    - Vice President for Clinical Affairs
    - Vice President for Equity and Inclusion
    - Internal Auditor or designee
    - HIPAA Compliance Officer
    - SGA President or designee
    - Faculty Senate Representative
    - MEAC Representative
    - ITS Project Manager
    - ITS Systems Manager
    - ITC Subcommittee Chairs

Standing Subcommittees

- Academic/ Instructional Technologies;
- Security and Networking;
- Enterprise Resource Planning;
- Research Technologies;
- Student Advisory Subcommittee, and
- Data Governance.

Project Portfolio Management

The primary responsibility for the Project Management Office is to manage and control project constraints by ensuring project plans are implemented on schedule as well as within scope and budget.

Project Intake Process

The intake phase of the project management life cycle is the methodology followed to request approval for a project. This intake process determines whether a new project idea or a proposal to enhance or replace an existing service is aligned with the University's strategic initiatives, ensures the project is approved for implementation, and determines how the project is to be prioritized within current project portfolios.

All IT project proposals be submitted through the IT project Intake Process for review. Vendors are also required to complete the HECVAT as part of a security review for any new software or systems required for the project. This process enables the project proposers to be aware of existing IT projects, enables tracking of current and future projects to determine resources required to meet the needs of the University

Project Scoring

Area of Impact
Unit, Department, College, University
IT Interface
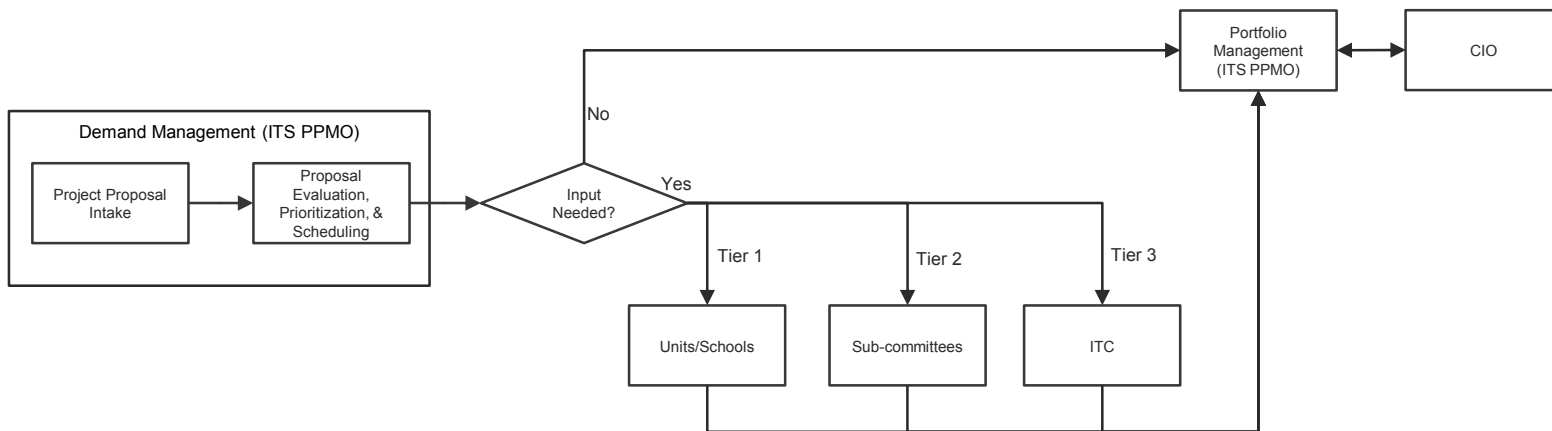Mission Essential Functions
Timeline
University Strategic Goals

Communication

Subcommittee co-chairs will provide their monthly meeting minutes to the ITS Office Manager in advance of the monthly ITC meeting. The ITS Office Manager will share ITC Minutes with subcommittee co0chairs/. The co-chairs for each subcommittee are responsible for sharing ITC minutes and communicating decisions to their respective subcommittees. ITC actions and decisions that require a change in activity or affect a significant portion of the university population will be communicated through broad distribution channels such as ETSU News, email, or ETSU Digital Signage.

Information Technology Council messages utilize the following process:

- ITS Leadership crafts the message
- CIO (or designee) reviews and authorizes the message for broadcast
- Approved final message is copied to the its@etsu.edu and helpdesk@etsu.edu
- Final message is sent to University Marketing and Communication and/or Faculty and Staff listserv for broad distribution
- Significant changes that affect the student population will be communicated through University Marketing and Communications and/or the student listserv as well as ETSU Digital Signage Displays

These processes will enable ITS to better serve the university community and will improve communication to the campus.

Questions?

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