

Community College of Southern Nevada Technology Governance

1.0 Why Governance?

Many institutions have come to realize that a well-organized and well-communicated technology governance structure is needed to address the issues of how initiatives are established and how decisions are made with regard to the acquisition, deployment, and support of technology.

2.0 What is Technology Governance?

Technology governance is the framework for defining how information and other technology policies, resources, and architectures are established, deployed, managed and enforced. Technology governance is designed to achieve a partnership between the individual units within the institution and the Office of Technology Services (OTS). At CCSN, technology governance will:

Establish

- ▶ Shared technology vision that can add value to the institution
- ▶ Shared guiding principles that are guidelines for technology decision making and managing technology initiatives
- ▶ Institutional technology goals and strategies for achieving the institutional goals
- ▶ Institutional technology policies, amending and retiring as necessary
- ▶ Institutional technology priorities and communicating these to the institution

Determine

- ▶ Distribution of responsibility between Office of Technology Services (OTS) and end-users
- ▶ Technology resource allocation

Oversee

- ▶ Management of institutional technology initiatives
- ▶ Information security at the institution

Provide

- ▶ A vehicle through which the end-user community participates in technology planning

3.0 Decision Making – Technology Executive Council (TEC)

The Technology Executive Council (TEC) has been established to oversee and make decisions. This council is composed of the vice presidents and Chief Information Officer and reports directly to the president.

The Technology Executive Council would be responsible for:

- Establishing and articulating institutional technology directions
- Reviewing and approving technology strategic and operational plans
- Establishing technology priorities
- Reviewing and approving proposed technology policies
- Developing technology budget alternatives for the institution
- Overseeing information security

4.0 Advisory and Recommending Committees

Three (3) functional standing committees, the Academic Technology Advisory Committee, the Administrative Technology Advisory Committee, and the Web Advisory Committee are established to address specific issues associated with academic and administrative technology within the institution. Chairpersons and members of these committees will be chosen based on their familiarity with their perspective functional areas and their knowledge of technology applications within the appropriate areas, e.g., academic and administrative, and on their ability to facilitate discussions through consensus. An appropriate representative from OTS is assigned to each of these committees as an ex-officio member. Other OTS experts may be involved per request.

4.1 Academic Technology Advisory Committee

Responsibilities of the Academic TAC are to:

- Focus on pedagogical issues associated with the use of technology across the curriculum
- Assume functional responsibility for investigation of academic-specific technologies (hardware and software)
- Review annual technology budget including the use of technology fee
- Make recommendations to the Technology Executive Council

Membership: 12-15

Chair: Mark Olsen

Ex-officio: Michael Judge, Director of Academic Technology; Chair of Administrative Technology Advisory Committee; and Chair of Web Advisory Committee

Term: Chair: Two Years. Members: 50% One Year, 50% Two Years

Meetings: Minimum: once in Spring (Budget), once in Fall (Strategic)

4.2 Administrative Technology Advisory Committee

Responsibilities of the Administrative TAC are to:

- Focus on functional issues associated with the use of administrative systems including student information, the financial system, and human resources
- Make recommendations to the Technology Executive Committee

Membership: 12-15

Chair: Dan Morris

Ex-officio: Josh Feudi, Director of Technical Services; Chair of Academic Technology Advisory Committee; and Chair of Web Advisory Committee

Term: Chair: Two years. Members: 50% One Year, 50% Two Years

Meetings: Minimum: once in Spring (Budget), once in Fall (Strategic)

4.3 Web Advisory Committee

The Web Advisory Committee (WAC) membership will consist of representation from major functional areas of the college and will be selected by their perspective vice presidents.

It is of the utmost importance that the CCSN website present the very best CCSN has to offer in an easy to navigate, well-organized, and consistent way.

Roles and responsibilities of the WAC include:

- Develop and assist with enforcement of web policies
- Oversee web infrastructure analysis
- Assist with strategic alignment
- Develop need and vision statements
- Recommend and prioritize tactical deployment
- Make recommendations to the Technology Executive Council

Membership: 12-15

Chair: Eric Garner

Ex-officio: Raymond Perez, Director of Enterprise Applications and Chairs of Academic Technology Advisory Committee and Administrative Technology Advisory Committee

Term: Chair: Two Years. Members: 50% One Year, 50% Two Years

Meetings: Minimum: Spring and Fall: Monthly. Summer: As needed.

5.0 Ad-hoc Committees

From time to time it may be necessary for the institution to establish an ad hoc committee or task force to address specific technology-related issues or projects. Ad hoc committees should be given specific, written charges, and should be convened for a specific period of time. It is important that the role, responsibilities, and time frames for these groups are clearly stated and that their work be carefully monitored to ensure that they work within the scope intended. Ad hoc committees may be created by and must be reporting to one of the standing committees or the Technology Executive Council.

7.0 The role of the OTS in technology governance

The role of the OTS, itself, in technology governance is to:

- Develop annual operational plans linked to the Technology Strategic Plan
- Manage day-to-day activities and projects
- Establish, maintain, and support technology infrastructure
- Provide human resources to support end-users across the institution
- Manage the financial resources the institution has identified for support of technology
- Provide leadership, guidance, and expertise as appropriate to the technology committees and councils.