PALM BEACH STATE COLLEGE

IT GOVERNANCE

Committees and Approval Process

ABSTRACT

Manual for the IT governance structure that assists in allocating resources to technology related proposals and projects. Proposals and projects are assessed as to how they support the college mission, accreditation, budget impact, compliance support, return on investment, and strategic importance.

Dr. Ginger L. Pedersen

Vice President Information Services

Palm Beach State College – IT Governance

Introduction

IT Governance is a process where ideas, projects, and proposals from faculty, staff, and students that involve technology are evaluated by a college committee for consideration. The diagram on page 3 illustrates the governance structure for Information Technology. Three review committees (Technology Infrastructure, Administrative Systems and Academic Technology) serve as the "sounding board" for proposals, ideas, and projects from students, faculty and staff, where any idea with a possible technology solution or improvement is proposed.

The committees have representatives from across the College which allows constituents all to have a voice at the table and make recommendations on future technology decisions.

How the Governance Process Works

The process starts with how technology can be deployed to help improve a process, solve a problem, bring innovation, improve learning, or in any way help the College fulfill its mission. Technology is defined as *software and hardware that is purchased or available free-of-charge through open source agreements*. Software means software to be installed on Windows or Mac computers, a centralized College computer system or network, or an Internet/cloud based subscription or free service. Hardware means any device that connects to a College computer or network through a cable or wireless connection. The Governance process should not be used to address everyday operational issues such as computer problems, printers not working, or other such day-to-day maintenance issues. Such issues should be sent to the IT Service Desk.

Step 1 - Contact the IT Service Desk (Help Desk)

The College community member who has an idea, problem, proposal, or project first sends an email or calls the College IT Service Desk. The IT Service Desk (www.palmbeachstate.edu/helpdesk) will route the proposal to one of the three review committees. If the project is sufficient in size to warrant more information (projected to cost more than $5,000 or involve more than 40 hours of staff time), the IT Service Desk will send a **Project Initiation Form** for the proposer to complete so that the committee will have more information to evaluate. A copy of the form is at the end of this manual.

Step 2 - Meet with the Review Committee

Once the idea is forwarded to the appropriate review committee, the proposer will be invited to the next scheduled committee meeting to present their idea or proposal. The committee may need more information, so it may consult with other experts at the College or external individuals with the expertise needed. The committee's charge is to offer the best fit solution to the issue, considering budget and support of the College mission. The committee will send their recommendation to the Executive Steering Committee.

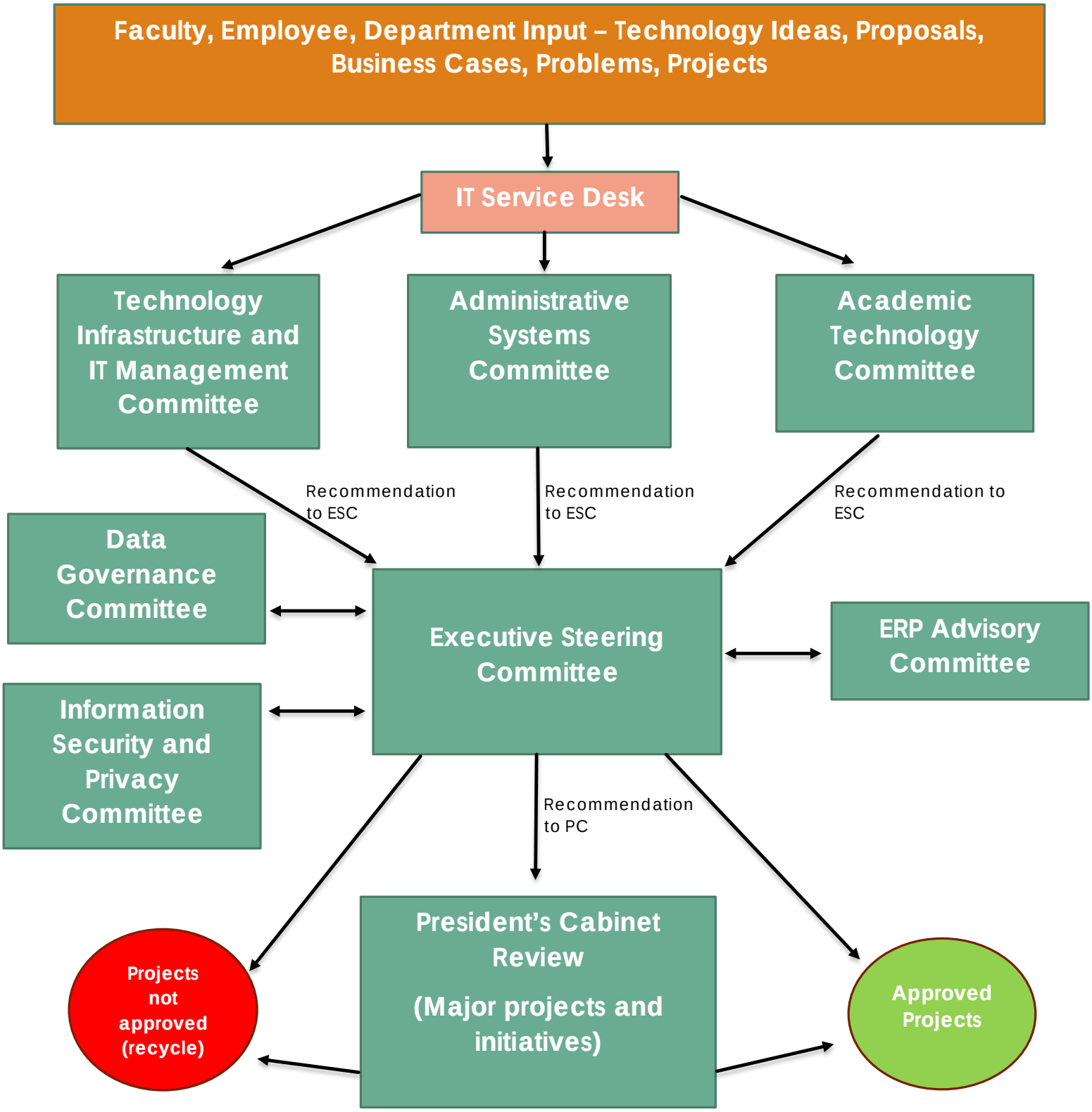
Step 3 - Review by Executive Steering Committee (ESC)

ESC reviews recommendations from the three committees. The proposer may be asked to appear before the ESC to present their case. ESC considers the following factors: accreditation requirements, state, federal or local mandate, budget impact, alignment with mission and strategic plan, longevity and scale of impact, impact on new ERP project, and urgency/risk factors. Projects are approved or not approved. Projects approved that are a major impact to process or budget (more than $30,000) are referred to President's Cabinet for final review.

Step 4 - Review by President's Cabinet (Major Projects and Initiatives)

If the project approved by ESC has significant budget and process impact, the project is referred to President's Cabinet for final review. Projects approved by President's Cabinet should be moved through the budget process as funded. Projects not accepted or funded may be presented again through the process.

IT Governance Process



Executive Steering Committee

Governance and ERP Project Oversight

- Project Prioritization
- ERP Project
- Policy Review/Approval
- Budget Management
- Approve IT Strategic Plan

Members:

(Vacant), Chief Information Officer
Dr. Peter Barbatis, VP Student Services& Enrollment Management
Richard Becker, VP Administration & Business Services
Pam Harrison, Director, ERP Project
Dr. Ginger Pedersen, VP Information Services & ERP Project Sponsor
Dr. Bernadette Russell, VP ELearning & Educational Technology, and Provost, Boca Raton
Dr. Roger Yohe, VP Academic Affairs
Chuck Zettler, Dean, Enrollment Management
George Sullivan, Project Manager, Ex Officio

ERP Advisory Committee

- Change Management
- Communication
- Business Process Consulting
- Campus Questions
- Rumor Control
- Training support

Members:

Dr. Ginger Pedersen, VP Information Services & ERP Project Sponsor, Chair
Dr. Holly Bennett, VP Institutional Effectiveness and Provost, Palm Beach Gardens
David Chojnacki, Director, Purchasing
Dr. Nika Coleman Ferrell, Dean of Academic Affairs, Boca Raton
James Duffie, Controller
Pam Harrison, ERP Director
Cynthia Johnson, Career Center Manager
Roz McFarlane McCalla, Senior Associate Registrar, Lake Worth
Barb Matias, Executive Director, Human Resources
Glenn Pate, Associate Professor
Faculty (Boca Raton)
Julie Reiman, Business Analyst Manager, IT
Dr. Grace Truman, Executive Director, CRM

Dr. Roy Vargas, Academic Dean, Belle Glade & Loxahatchee Groves
Chuck Zettler, Dean, Enrollment Management

Academic Technology Committee

- Learning & Teaching Technology
- Classroom Technology
- Library Technology
- Academic Technology Policies and Procedures
- Program Technology
- Emerging Educational Technology

Members:

Dr. Bernadette Russell, Co-chair
(Vacant) Chief Information Officer, Co-chair
Guy Albertini, Information Security Officer
Sid Beitler, ELearning Director
David Edris, IT Customer Support and Quality Assurance Director
Willie Ford, MTIS Manager
Ricardo Reyes, MTIS Manager
3 Faculty
1 Academic Dean
1 Associate Dean

Administrative Systems Committee

- Legacy system ERP Support (PantherNet)
- ERP Implementation support
- Administrative Systems Policies and Procedures
- Reporting & analytics support
- Integration support
- Data Warehouse
- PBSC Website

Members:

Tracy Montagnino, Enterprise Systems Director, Chair
(Vacant) Chief Information Officer
Jim Duffie, Controller
Cheryl Hare, Assistant Director, Human Resources
Amy McDonald, College Registrar
2 Faculty
Dr. Don Taylor, IRE
Jeff Nowak, IRE Projects Manager

Technology Infrastructure and IT Management Committee

- Network resources
- Network and Infrastructure policies and procedures
- Disaster Recovery Plan
- IT Support
- IT Service Management Policies and Procedures

Members:

Mike Merker, Technology Infrastructure Director, Chair
(Vacant) Chief Information Officer
Guy Albertini, Information Security Officer
David Edris, IT Customer Support and Quality Assurance Director
Tony Milici, Maintenance Supervisor
Ginger Pedersen, VP Information Services
Edith Robinson-Johnson, Computer Resources Manager
2 Faculty
2 Network Analysts

College Information Security & Privacy Advisory Committee

- Information Security
- Information Privacy
- Security Policies and Procedures
- Security Awareness & Training

Members:

Guy Albertini, Information Security Officer, Chair
Associate Dean
Student Services Representative
Finance Representative
Financial Aid Representative
Human Resources Representative
Devin Persaud
1 System Analyst
2 Network Analysts
2 Faculty
Kevin Fernander, General Counsel
College Registrar
Anton Smith, Ex Officio

Data Governance Committee

- Data loss prevention policies and procedures
- Data ownership and governance
- User training and guidance
- Intellectual Property

Members:

Guy Albertini, Information Security Officer, Chair
Susan Bierster, Interim Dean of Curriculum
James Duffie, Comptroller
Cheryl Hare, Assistant Director, HR
Amy McDonald, College Registrar
Eddie Viera, Financial Aid Director
2 Faculty

Project Initiation Form

DOCUMENT PURPOSE

This document is used to request permission to investigate, plan and propose the implementation project.

1. EXECUTIVE SUMMARY (BUSINESS SPECIFIC)

- ***Project Name:*** *The name should represent the project need / opportunity:*
- ***Business Need:*** *Describe why it should be done.*
- ***Is this project in response to regulatory compliance?*** ☐ Yes ☐ No Please Explain:
- ***Does the project involve software that will store student or employee data on the Internet/Cloud?*** ☐ Yes ☐ No Please Explain:
- ***Risk of doing nothing:*** *Describe the impact to the business if this project is not selected for implementation.*

2. INVESTIGATION PROJECT OVERVIEW (SOLUTION SPECIFIC)

- ***Check any activities needed in the investigation:***
  1. ☐ Current and proposed process flows and the benefits and risks.
  2. ☐ Alternative solutions investigation
  3. ☐ Identify user & roles
  4. ☐ Collect basic functional requirements
  5. ☐ Estimate analysis, design, and development time
  6. ☐ Identify data conversion / data representation plan
  7. ☐ Clarify Integration expectations, rules, and level of effort
  8. ☐ Clarify reporting expectations, rules, and level of effort
  9. ☐ Plan IT, functional and consulting resources
  10. ☐ Plan types and levels of testing
  11. ☐ Identify Funding sources
  12. ☐ Identify vendors
  13. ☐ Get trial versions and or demos
  14. ☐ Write RFP or collect pricing data from vendors
  15. ☐ Identify software support options
  16. ☐ Clarify security (authentication and authorization) expectations and efforts
  17. ☐ Identify hosting options or local hardware needs
  18. ☐ Identify training and communications expectations and plans
  19. Other:

- **Project Resources Required:**

#	Role	Person(s)	Number of hours expected for investigation
1	Project Sponsor		
2	Project Manager		
3	Analyst/technical architect/investigator(s)		
4	Functional leader/experts		

3. ***Project Schedule:*** *Tentative and approximate project schedule and major milestones for the activities checked above.*

4. IMPLEMENTATION PROJECT PRELIMINARY ESTIMATES

- ***Financial Data – estimate capital and operating:*** *These estimates are to give a rough sense of the size of the eventual project, and is not a request to spend funds.*

	One-Time Cost	***Annual Cost***	***Comments***
Hardware			
Software Licenses			
Contractors			
Local tech labor (where 1 FTE = $80K)			
Total ***[Specify low, and high end range, as applicable, for 90% certainty.]***			

5. PROJECT INITIATION FORM

Project Requestor / Sponsor		
	Name:	Date:
Project stakeholders :		
	Name:	Date:
Prepared By	Name:	Date: