



THE UNIVERSITY of TENNESSEE

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Information Technology Services

Statewide IT Governance Process Re-Structured

Effective April 1, 2015, the Statewide IT governance process has been restructured. These changes have been designed to streamline the current process, provide efficient communication among all stakeholders, and enhance its operation and value to the university.

Background

The Statewide IT Governance model was implemented in 2012, established to provide a structure and processes to ensure that IT enables the University to fulfill its mission. This governance framework was designed to:

- Empower University leaders to direct IT strategy and evaluate its performance
- Equip IT leaders to prioritize and make informed decisions with broad input
- Ensure alignment of IT and University strategy
- Deliver IT value to the University
- Promote responsible use of IT resources
- Manage IT-related risks
- Leverage business and institutional expertise throughout the University

The drivers of that original model were: 1) growing a data-driven culture; 2) managing resources responsibly; and 3), balancing enterprise oversight with local autonomy. After almost three years of experience governing statewide IT using this model, it has been adjusted to enhance its operation and value to the university.

Enhancements

1. Empowered Statewide IT Committee (SITC) - Representation from each campus is included in the Statewide IT Governance Committee. This includes all Chief Business Officers, Chief Information Officers, five Vice Presidents, and the chairs of the Communities of Practice. Executive leadership is well represented on this committee and capable of making informed IT decisions at the highest level. It is the responsibility of this committee to share information with, and gather feedback from, constituents as well as leadership prior to decision making events.



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The focus of the SITC will be on the IT operation and support of the university. The SITC will meet at least twice a year to:

- Review the annual charge of UTSA-ITS as it serves UTSA and the campuses,
 - Review and approve an annual report from ITS which details the priorities, staffing levels, and major initiatives planned for the coming year,
 - Weigh in on any significant changes in scope, budget, or alignment,
 - Receive mid-year updates from all IT groups (system, campuses, institutes) on progress toward common goals.
2. De-commissioned IT Executive Council – An empowered SITC eliminates the need for this level of governance. Issues that cannot be resolved by the SITC will be taken to the President's Office for consideration by his staff.
 3. COP Membership Review - The chair of each community will review its membership to insure that functional decision makers are represented. This will insure that communities function as a true governing body for their respective areas.
 4. Additional Community – An additional community of practice will be formed to provide oversight for the Business Intelligence initiative. As the university moves toward a more data-driven environment, the need for enterprise access to all data becomes critical. Multiple past efforts to provide data and data reporting services have created challenges due to a lack of vision, strategy and collaboration. Institutional Research will have primary responsibility for the coordination of this community.
 5. Communications and Marketing Support - The Vice President of Communications and Marketing offers communication and change management support to all areas and will participate in SITC meetings on an ad hoc basis as requested. As such, this area will no longer have a formal community representation on the Statewide IT Committee.

Additional details of this announcement may be found at [IT Governance](#).