Information Services & Technology Governance
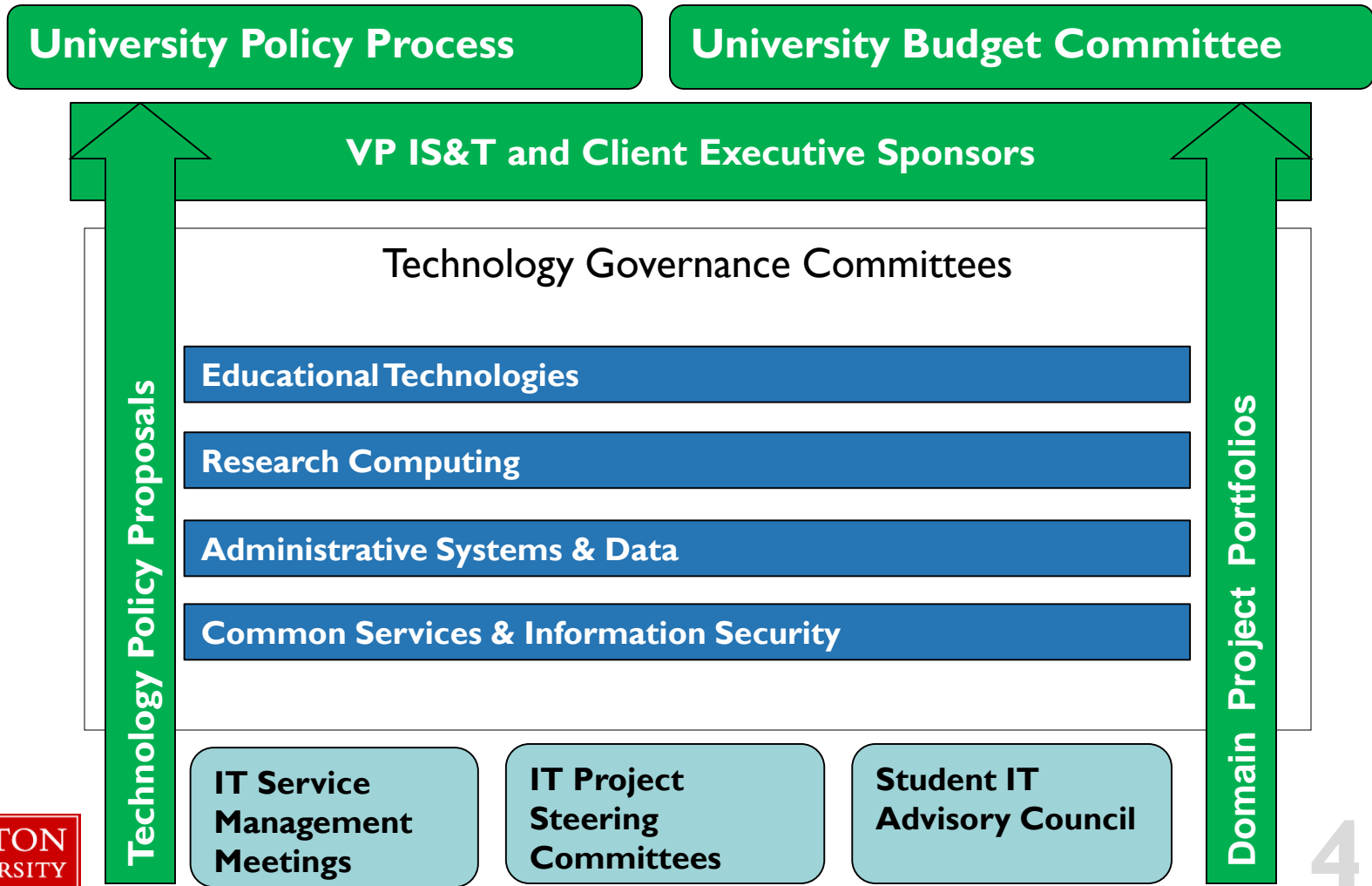
Summer 2017

What is IT Governance?

- "Specifying the decision rights and accountability framework to encourage desirable behavior in the use of IT."

  - Weill, P. & Ross, J. W., 2004, "IT Governance: How Top Performers   Manage IT Decision Rights for Superior Results," Harvard Business School Press, Boston

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Why IT Governance?

- ". . . if we can't do everything brilliantly at once—and we can't—then we must make smart, difficult choices. We must make selective investments that will give us the biggest impact and which will do the most to improve the University's overall standing in the years to come."

        - BU Strategic Plan, *Choosing to be Great*

BU IT Governance Structure

University Policy Process   **University Budget Committee**

VP IS&T and Client Executive Sponsors

Technology Policy Proposals

Technology Governance Committees

Educational Technologies

Research Computing

Administrative Systems & Data

Common Services & Information Security

Domain Project Portfolios

IT Service Management Meetings

IT Project Steering Committees

Student IT Advisory Council

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Committee Activities

IT Governance Committees

- Contribute to needs assessment for the development of shared resources. Review and recommend standard technologies, tools, and processes

- Review and prioritize or score related projects as part of the annual; IS&T planning and budgeting process.

- Provide oversight for active related enterprise projects

- Review summarized technology client satisfaction survey outcomes related to services in their purview.

- Review and recommend related policies to the University policy development process. Establish related guidelines.

- Serve as the client representative for establishing and maintaining service level agreements with BU IS&T

- Participate in development of technology strategic plans

Membership and Meetings

IT Service Area Committees

- Co-chaired, including at least one client leader. **Chairs proposed by VP IS&T, approved by President.**

- IS&T resource designated for chair support.

- **Members nominated by unit Dean and/or VP, approved by chairs.** Faculty, staff and student members.

- Balance of member roles and units represented based upon service area. **Balance approved by chairs.**

- Members serve **1 or 2** year renewable terms.

- Committees meet every **4 to 8** weeks, as determined by the chairs, based upon the agenda. Members may participate in meetings remotely.

- Discussion and action may take place online via email or collaboration site.

Key Performance Indicators

- Community awareness and understanding of the technology governance structure

- Development, approval and regular updating of the technology strategic plan

- A visible and well-executed portfolio of enterprise technology projects

- Widely-used shared services with service level agreements as appropriate

- Strong overall client satisfaction with BU technology services