Charter: Information Technology Services Advisory Committee

Version: 1.0
Date: January 19, 2017
Prepared by: James Dillemuth, Chief Information Officer
Information Technology Services Advisory Committee (ITSAC)

Committee Charge

The ITS Advisory Committee (ITSAC) exists to provide a cross-functional campus forum for input on all aspects of information technology services at Bemidji State University and Northwest Technical College. The ITSAC has a goal of reviewing, prioritizing and recommending to the Cabinet (via the Chief Information Officer) all ITS planning, including the following:

- Review current Service Catalog and Service Level Agreements.
- Review current technology strategic and operational plans.
- Write future technology strategic and operational plans in alignment with overall campus and MnSCU strategic/operational plans.
- Review and recommend annual campus technology budgets for: academic, administrative, and student technology fee.
- Establish campus standards for computing, network use, electronic mail, and printing (including replacement schedule recommendations).
- Review and recommend technology policies, procedures and employee training requirements.
- Provide oversight for campus technology security, business continuity and disaster recovery planning and implementation efforts.
- Create a system for BSU/NTC community members to make ITS project requests, as well as a mechanism for prioritizing and monitoring those requests.
- Develop and monitor performance measurements for technology services.
- Review and recommend data privacy and security options, in alignment with applicable MnSCU, state and federal regulations and policies.

Membership

The committee is composed of the following individuals, representing various functional areas of the University/College:

**Committee Members – FY15**

<table>
<thead>
<tr>
<th>Division/Area</th>
<th>Appointed By</th>
<th>Representative(s)</th>
</tr>
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<tbody>
<tr>
<td>Academic and Student Affairs Division (1)</td>
<td>Area VP</td>
<td>Shelia Lapp</td>
</tr>
<tr>
<td>IFO (2)</td>
<td>IFO President</td>
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<tr>
<td>MSCF (1)</td>
<td>MSCF President</td>
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<tr>
<td>Finance and Facilities (1)</td>
<td>Area VP</td>
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<tr>
<td>Student Representatives (1 BSU, 1 NTC)</td>
<td>Student Senate President</td>
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<td>MSUAASF (1)</td>
<td>MSUAASF President</td>
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<tr>
<td>AFSCME (1)</td>
<td>AFSCME President</td>
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<tr>
<td>MAPE (1)</td>
<td>MAPE President</td>
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<tr>
<td>MMA (1)</td>
<td>MMA President</td>
<td></td>
</tr>
<tr>
<td>ITS (2)</td>
<td>CIO</td>
<td>Robb Carothers (ex officio)</td>
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<td></td>
<td></td>
<td>ITS Supervisor (ex officio)</td>
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</table>
Committee Chair
- James Dillemuth, Chief Information Officer

Roles and Responsibilities

Committee Members
Each member of the committee is responsible for:
- Actively engaging in the meetings, supported by consistent attendance.
- Bringing a balanced perspective that promotes the optimal use of technology for teaching, learning and administrative activities.
- Being representative of a larger, broader audience.
- Communicating activities of the ITSAC to their divisions/representative groups.
- Proactively suggesting technology improvements.
- Completing all required tasks in a timely fashion.
- Remaining open to all ideas.

Committee Chair
In addition to the general committee member responsibilities outlined above, the committee chair is also responsible for the following:
- Scheduling committee meetings
- Creating and distributing meeting agendas
- Creating and distributing meeting minutes
- Acting as communication coordinator between ITSAC activities and other college committees.

Meeting Guidelines

ITS Advisory Committee meetings will be held at least monthly on the first Thursday of the month from 2:00 – 4:00 PM or as otherwise established by the members of the ITS Advisory Committee. Meetings are not routinely called in December, January, June, July, August & September. Additional meetings will be held as determined necessary by the ITSAC members.

FY17 Meeting Schedule (all meetings from 2:00 – 4:00 PM)

<table>
<thead>
<tr>
<th>Date</th>
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<tr>
<td>2/2/2016</td>
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<tr>
<td>3/2/2016</td>
<td>Room TBD</td>
</tr>
<tr>
<td>4/6/2016</td>
<td>Room TBD</td>
</tr>
<tr>
<td>5/4/2016</td>
<td>Room TBD</td>
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Decision Making Process and Authority

Whenever possible, this committee will use a consensus-based approach to decision-making. When necessary, voting will be done amongst eligible voting members of the committee. This group is a recommending body only. Recommendations will be forwarded to the ELT for final decision-making authority.

Deliverables

The ITS Advisory Committee is responsible for ensuring that the following deliverables are produced:

- Review current Service Catalog and Service Level Agreements.
- Review current technology strategic and operational plans.
- Writing technology strategic and operational plans in alignment with overall campus and MnSCU strategic/operational plans.
- Review and recommend annual campus technology budgets for: academic, administrative, and student technology fee.
- Recommending campus standards for computing, network use, electronic mail, and printing (including replacement schedule recommendations).
- Review and recommend technology policies, procedures and employee training requirements.
- Provide oversight for campus technology security, business continuity and disaster recovery planning and implementation efforts.
- Create a system for BSU/NTC community members to make ITS project requests, as well as a mechanism for prioritizing and monitoring those requests.
- Develop and monitor performance measurements for technology services.
- Review and recommend data privacy and security options in alignment with applicable MnSCU, state and federal regulations and policies.

Evidence of Success

The success of the ITS Advisory Committee will be determined by the following:

- Regular meetings with minutes posted.
- Production of deliverables on an annual and as-needed basis.
- Regular communication between committee members and the broader community regarding technology services.
- Resolution of technology-related issues.
- Meet or exceed technology performance measures of benchmark colleges across the country.

Guiding Principles

As a team of diverse professionals representing numerous perspectives and constituencies, the ITS Advisory Committee values the perspectives and opinions of all its members and is committed to the following principles:

- Fully listening to one another without judgment
- Respecting one another’s perspective and work
- Supporting one another, and one another’s work
- Creating a safe environment for discussion and disagreement
- Respecting dissenting positions
- Building and maintaining trust
- Maintaining confidentiality
- Transparency in deliberation and decision-making

Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Primary Author</th>
<th>Description of Change(s)</th>
<th>Date</th>
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<tbody>
<tr>
<td>1.0</td>
<td>Jim Dillemuth</td>
<td>Develop Draft Charter</td>
<td>8/30/2016</td>
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<tr>
<td>1.1</td>
<td>Jim Dillemuth</td>
<td>Revised Membership</td>
<td>10/14/16</td>
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<td>1.2</td>
<td>Jim Dillemuth</td>
<td>Revised Membership – M &amp; C Meetings</td>
<td>1/19/17</td>
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