ASU IT Governance Program

The IT Governance Program mission is to mature our governance processes on all fronts with a specific focus on funding & prioritization to meet insatiable University demand while bringing efficiency to rationalize resource availability.

It is composed of three building blocks, strategic direction, strategic analysis, and knowledge areas. Within these components are key committees that represent a comprehensive cross section of the university.

Membership is determined annually, including representation from five academic areas selected by the Provost, and a representative from the Office of the President.

Information Technology Executive Committee

The Information Technology Executive Committee provides strategic direction and oversight for the campus wide IT Governance for Arizona State University approving enterprise IT investments to meet the universities mission and objectives and protect investment value. The two major areas providing input to support the strategic direction include strategic analysis and knowledge areas.
Strategic Analysis
The two key components to Strategic Analysis are prioritization and available funding.

IT Investment Council
The responsibility of this team is to review the IT risk and investment approach, based on institution goals and competitive targets. It is often its responsibility to prioritize investments when demand exceeds supply, resolve investment conflicts and provide clarity and direction.

IT Planning & Advisory Council
The responsibilities of this team include:

- Providing strategic analysis of technology investments
- Providing management of the demand based on key performance indicators
- Investigating new technology and industry trends
- Overseeing high-level initiatives and project status and new requests
- Motivating the organization by celebrating completed work and recognizing high performing teams.
- Engaging the cross sections of the institution to be aware of the ASU IT roadmap and learn of technology trends and innovations
- Igniting, discovering, and creating new ideas that are in alignment with ASU’s strategic direction

Knowledge Areas
ASU has many IT teams that provide subject matter expertise across the campus. These standards teams are the foundation for project investment opportunities, risk identification, and policy recommendations and alignment. These teams support system tools, emerging technologies and standards and work with a variety of university wide groups including Student Government, the Senior Technical Advisory Group and the Technical Advisory Group (TAG). Based on University needs and emerging technologies that provide potential benefits to meet the University Mission, standards teams are added or removed as needed.

IT Standards Management serves as a solution framework for the execution of IT Projects. This framework allows projects to be completed more efficiently when they are deployed according to ASU IT standards. These standards are ASU-specific patterns and designs generally based on effective industry best practice. Standards include approved technical protocols, software applications and hardware, security, branding standards and serve as a toolkit to be used by individual project teams.

Examples of IT Standards Teams include:

- Computational Research
- Data Privacy & Governance
- Information Security
- IT Architecture Standards and Integrations
- IT Culture & Professional Development
- IT Simplification
- 3rd Horizon R&D
- Learning Design
- Web, Mobile, UI/UX and Smart Campus Standards
Individual Enterprise System Governance (including ERP, CRM, Financial Management Systems, and Learning Management Systems)

Core Process Functions determines the impact of the recommended initiatives and enhancements on the available resources including financial implications, staff resources, and scheduling. The project analysis also maintains the resources on the "supply side" of the IT portfolio. By understanding the types of resources and their availability, these Core Process Functions support the IT Planning & Advisory Council with recommendations as to when projects can be implemented. These teams function as the hub for governance information and include:

- Performance Visibility
- Business Process IT Prioritization
- Project Analysis Management
- Financial Management

Roles & Charters

Information Technology Executive Committee

- Charter
- Members: CIO (Chair) President’s Office, Provost, CFO, KED, Deputy CIO IT Governance
- Purpose: Designed to provide oversight of executive leadership and protect investment value
- Communication Frequency: Quarterly communication; planning annual in-person meeting
- Inputs: Proposed Annual Statement of Goals, Executive report including KPIs; Funding by Category, Initiative by Category, Policy Recommendations, Progress on Committed Category, Innovation Ideation.
- Outputs:
  - Determine Committed Funds & Initiatives by Category
  - Provide Policy Approval
  - Final Annual Statement of Goals

IT Investment Council

- Charter
- Members: Co-Chair Budget Office & UTO, Provost’s Office, B&F, Academic Business Managers (3-5) CIO, Deputy CIO IT Governance, UTO COO
- Purpose: The responsibility of this team is to review the IT risk and investment approach, based on institution goals and competitive targets. It is often its responsibility to prioritize investments when demand exceeds supply, resolve investment conflicts and provide clarity and direction.
- Communication Frequency: Meet Bi-weekly January – March, Monthly April–December (additional communications as needed)
- Inputs: Funding by Category, Initiative by Category, Progress on Committed Category, Innovation Ideation; Alignment to current commitments, risk assessment, financial impacts, interdependencies, recommended priority.
- Outputs:
  - Approve investments
  - Monitor resource capacity
  - Determine priority
  - Ensure compliance to standards and determine priority
IT Planning & Advisory Council

- **Charter**
- **Members:** CIO (Chair), Deputy Provost, Deans (3-5 selected by the Provost), UTO COO, Deputy CIO IT Governance, President’s Office, KED, EOSS, University Planning, Business & Finance, Provost Office, EdPlus, Enterprise Partners, and Senior TAG members (3-5).
- **Purpose:** Provide strategic analysis of technology investments. Demand management based on Supply KPIs. Investigates new technology and industry trends. Oversees high-level initiatives and project status and new requests. Motivates the organization by celebrating completed work and recognizing high performing teams. Engage the cross sections of the institution to be aware of the ASU IT roadmap and learn of technology trends and innovations. Ignite, discover and create new ideas that are in alignment with strategic direction.
- **Communication Frequency:** Quarterly communications, annual general assembly “Engage Event style” to include CIO and deputies, senior business managers and senior technology representatives from all top-level departments (30+).
- **Inputs:** New technology and industry trends. Celebrate completed work. Report on high-level initiative and project status. Executive report including KPIs, Initiatives by Category, Policy Discussions, Progress on Committed Category, Innovation Ideation.
- **Outputs:**
  - Technology investment recommendations.
  - Documentation for Information Technology Executive Committee.

IT Standards Management

- **Charter**
- **Members:** Leaders from each IT Standards Team currently including representatives from Information Security, IT Architecture & Standards and Integrations, Data Privacy & Governance, Learning Design, IT Simplification, Computational Research, IT Culture & Professional Development, 3rd Horizon R&D, and finally, Web, Mobile, UI/UX and Smart Campus Standards.
- **Purpose:** The Standards Management team serves as a solution framework for the execution of IT Projects. Ensure projects are implemented with agreed to standards. Standards would include approved technical protocols, software applications and hardware, security, branding standards and would be used by the project team responsible for delivering the approved initiatives.
- **Communication Frequency:** Leads of standing teams to meet monthly; Individual teams meet Monthly to Bi-annual (in most cases). Extended communications teams to include Student Government, Senior Technical Advisory Group (Sr TAG), and the Technical Advisory Group (TAG).
- **Inputs:** Roadmaps and information as required per Enterprise System Governance group, Standards as defined by Standards Management Teams.
- **Outputs:**
  - Plans including compliance recommendations for existing and new initiatives.
  - Maintain and periodically review Standards Repository.

IT Core Process Functions

- **Charter**
• Purpose & Focus Areas - Functions as the hub for governance information providing necessary information to the IT Investment Council and the IT Planning & Advisory Council.
  1. Performance Visibility – Provide transparency to KPIs regarding performance of products, services and portfolios surrounding existing IT functions.
  2. Business IT Project Prioritization Council – Composed of a mix of senior functional and technical representative or business unit heads, this team makes recommendations to the IT investment council about the types of IT investments that are required to achieve goals and capabilities. This team has detailed knowledge about the capabilities of the IT organization and enterprise road map of initiatives. The essential functions of this group are to prioritize enhancements to existing systems.
  3. Project Analysis Management – Determines the impact of the recommended changes to the portfolio on the entire portfolio. The project analysis also maintains the resources on the "supply side" of the IT portfolio. By understanding the types of resources and their availability, the group works with the Business IT Prioritization Council to determine when projects can be implemented.
  4. Financial Management - To support the IT Investment Council by aligning University IT Budget Priorities to current supply.

• Outputs: Provide visibility to the intent of each proposed new initiative, committed portfolio impacts, value and risk, via dashboard, executive brief and other communication channels as needed.

Resources

Relevant ASU Resources
• Computer, Internet and Electronic Communications Information Management Policy (ACD 125)
• University Technology Standards and Policies