IT Governance: A Hands-On Approach to Defining Policies and Process

Tom Gerace
Assistant Vice President for Enterprise Services
Tulane University

SIGUCCS 2017 Workshop
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 Agenda

• Tulane University
• What is IT Governance?
• Define IT Governance ...
  • Principles
  • Policy
  • Process
• Proposal Management
Tulane University
Tulane Technology Services

• Academic & Administrative Computing
• Infrastructure Services
• Information Security
• Enterprise Services
If we want our institutions to be more productive, then we must learn to focus the power of information technology not on the institutions themselves but on the individuals inside the institutions.

-- John Sculley, Odyssey
IT Governance

Addresses 3 key questions:

1. **What** decisions must be made?
2. **Who** should make these decisions?
3. **How** will we make and monitor these decisions?
IT Governance

• Starts with a defined set of IT principles
  • High-level statements about how IT is used in the business or across the institution

• Each project, proposal, or request is vetted in 4 key areas:
  • Business application
  • IT architecture
  • IT infrastructure
  • IT investment
IT Governance

• Starts with a defined set of IT principles
  • High-level statements about how IT is used in the business or across the institution

• Each project, proposal, or request is vetted in 4 key areas:
  • Business application
  • IT architecture
  • IT infrastructure
  • IT investment
IT Governance Principles

• The decision making processes regarding all Information Technology used throughout the University must be straightforward, transparent, and effectively communicated to the entire University community.

• Research, education, and clinical missions must be able to employ information technology that is flexible and adjustable to foster innovation by the faculty; as close to the state-of-the art as necessary; and resourced and supported robustly.

• Administrative information technology must employ rigorous standardization, process integration, and efficiency with careful consideration given to total cost of ownership.

• All information technology must provide sufficient and expedient deployment, training, and support to the University community to ensure optimal utilization.

• All information technology decisions must adhere to relevant information technology security standards and best practices.
Advisory Committee Membership

**Business Applications Advisory Committee**
- Chair of the Senate IT Committee (chair)
- Deans of each school within Tulane
- Vice President for Student Affairs
- Registrar

**IT Architecture Advisory Committee**
- Assistant Vice President Academic and Administrative Computing (chair)
- Information Security and Policy Officer
- Senate IT Committee Representative
- Representatives of the primary IT systems

**IT Infrastructure Advisory Committee**
- Assistant Vice President IT Infrastructure (chair)
- Information Security and Policy Officer
- Senate IT Committee Representative
- Membership appointed by the VP of IT
Decision Flow Chart

IT Principles
- President's Cabinet
- Senate
- Senate IT Committee

Business App. Needs
- Provost
- Business Applications Advisory Committee
- Community

IT Architecture and IT Infrastructure
- IT Architecture Advisory Committee
- IT Infrastructure Advisory Committee
- VP of IT and CTO

IT Investment
- Budgetary Advisory Committee
- Chief Operating Officer
Committees...
Proposal Management

• ServiceNow
• Demand Management module
  • Semantics is key

“Proposal Management”
Request Workbench
Proposal Management - Request
Review

**Demand Task**

- **Number**: DEMTASK0001180
- **Demand**: Troy’s New Test
- **Priority**: 4 - Low
- **State**: Closed Complete
- **Assignment group**: Business Applications Advisory
- **Assigned to**: Olivia Mitchell
- **Short Description**: Review Demand: Troy’s New Test
- **Description**: Provide the Business Application Advisory Committee’s decision to proceed or not to proceed. Please include any relevant comments.

**Recommendations**

- **Business Application Advisory Committee Decision**: Recommend to Proceed
- **Business Application Advisory Committee Comments**: Testing these comments
The proposal below has been submitted and requires your response:

Name: Troy Demo for KT

Business case: test

Requested by: 2017-02-24

Submitted on behalf of: Troy Jensen (ACN)

Please provide your response by completing Demand Task DEMTASK0001182.

Click DEMTASK0001182 to access the task.

Click Troy Demo for KT to access the Demand proposal

Ref: MSG1092833
## Recommendations

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<td>Business Application Advisory Committee Decision</td>
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Implementation

• IT Governance defined and ratified
• Proposal Management system development completed
• Committee membership finalized
• Committee and senior officer training completed
• Policies and process go-live
Thank you!

Tom Gerace
tom@tulane.edu
@Tom_Gerace