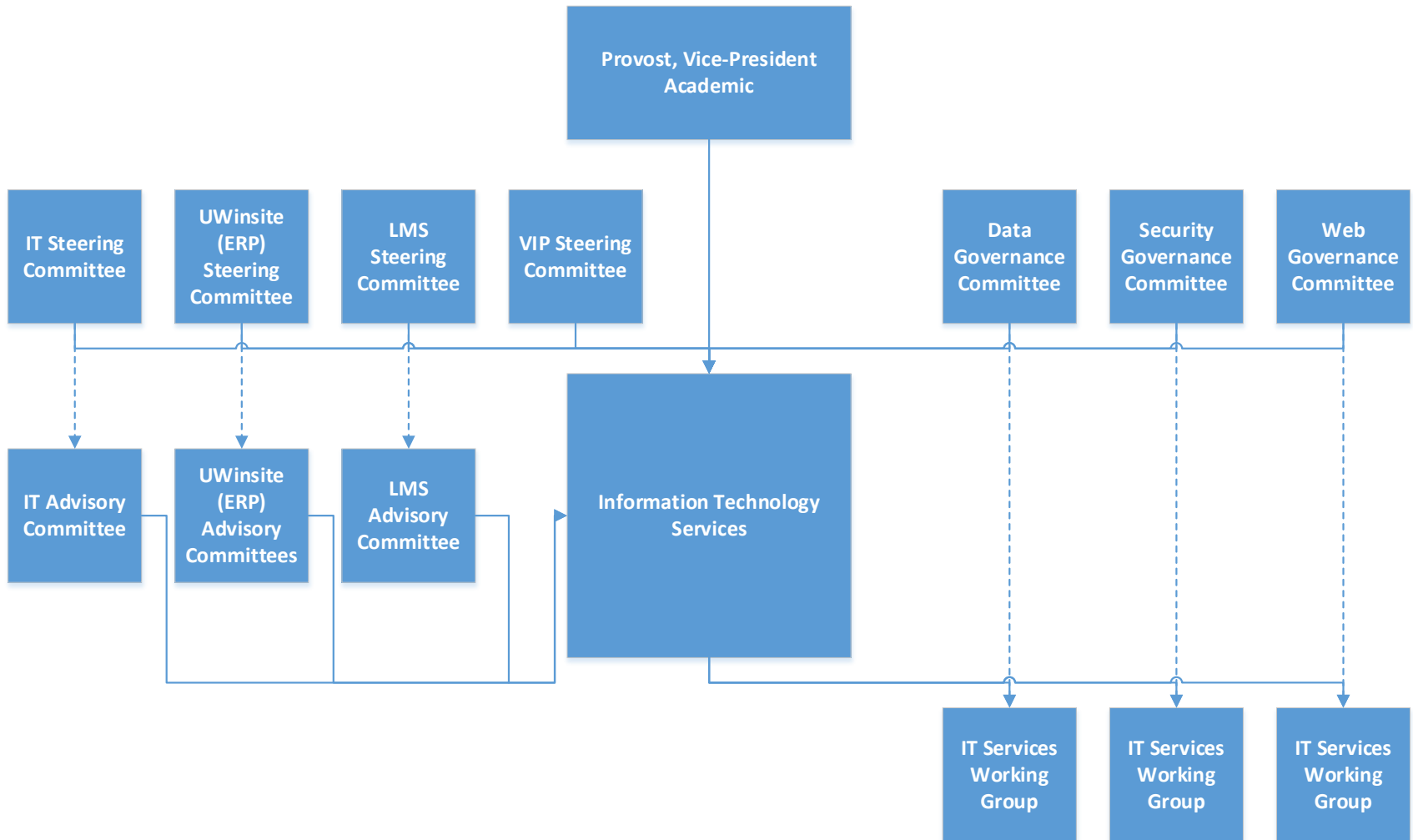# IT Governance Framework Overview

September 2019

IT Governance Framework - Overview

IT Steering Committee – Terms of Reference

Mandate

- The Information Technology Steering Committee will develop, update, communicate and oversee the implementation of the strategic vision and objectives for the University's information and communications technology

Responsibilities

- Develop, review, update, communicate and oversee the implementation of Information Technology Strategic Plan

- Review, prioritize and recommend University's IT investments with a view to maximizing value from IT investments

- Establish and follow processes for receiving, reviewing and approving campus-wide information technology project requests on an annual basis

- Monitor information technology projects implementation through appropriate project status reports

- Discuss, endorse and/or approve policies, procedures, practices and guidelines with respect to IT and facilitate compliance

- Balance the short-term needs of individual departments and faculties with the long-term needs of the whole institution

- Identification and mitigation of organizational risk as it pertains to Information Technology

Role of IT Services

- Chair

University of Windsor

IT Steering Committee - Membership

Name	Position	Role
Ryan Kenney	Executive Director, Information Technology Services	Chair
Nick Baker	Director, Office of Open Learning	Member
Pascal Calarco	University Librarian	Member
Anna Kirby	Vice President, Planning and Administration	Member
Ziad Kobti	Director, School of Computer Science	Member
Linda Patrick	Dean, Faculty of Nursing	Member
Mehrdad Saif	Dean, Faculty of Engineering	Member
Michael Siu	Vice President, Research and Innovation	Member

IT Advisory Committee – Terms of Reference

Mandate

- The Information Technology Advisory Committee will facilitate a broad based stakeholder engagement to review, and recommend efficient and effective use of Information Technology tools and solutions, and promote their adoption at the University of Windsor

Responsibilities

- Development and review of campus-wide information and communications technology recommendations concerning:
  - Policies and procedures
  - Service Level Agreements
  - Service Catalogue
  - Projects for the Information Technology Strategic Priority Fund
- Engage internal or external (consulting) resources as appropriate to achieve its mandate;
- Representatives of the Committee are responsible to solicit ideas and requests from their Faculty or represented area, to report to the Faculty Council and to bring items to the attention of the Committee to facilitate recommendations about projects; and
- Bring information about discussions and projects from the Committee to their Faculty or represented area

Role of IT Services

- Co-Chair

University of Windsor

IT Advisory Committee - Membership

Name	Position	Role
Pascal Calarco	University Librarian	Co-Chair
Ryan Kenney	Executive Director, Information Technology Services	Co-Chair
Fazle Baki	Associate Dean, Programs	Member
Tim Brunet	AAS - Experiential Learning Development Officer	Member
Bianca Vasapolli	Manager - Schulich School of Medicine, Windsor Campus	Member
Matina Juricic	Faculty, Human Kinetics	Member
Annette Demers	Law Librarian	Member
Scott Goodwin	Faculty, School of Computer Science	Member
Amanda Noble	Assistant to the Dean, Nursing	Member
Debbie Kane	Associate Dean, Graduate Studies	Member
Bob Kent	Faculty, School of Computer Science	Member
Erika Kustra	Director, Centre for Teaching & Learning	Member
Franco Magliaro	Systems Technical Support Specialist, Leddy Library	Member
Alice Miller	University Registrar	Member
Roberto Muscedere	Faculty, Engineering	Member
Pierre Thibobeau	IC Technology, Education	Member
Rosemary Zanutto	Executive Director, Institutional Analysis	Member

University of Windsor

UWinsite Steering Committee – Terms of Reference

Mandate

- Responsible for reviewing business and technology changes that impact the overall UWinsite system (Student, Finance and Engage) and overseeing the selection and implementation of new related systems, components and modules, as well as reviewing those change requests that potentially impact multiple systems within UWinsite, assessing possible solutions and establishing relative priority

Responsibilities

- Support the development, approval, implementation and oversight for policies, standards, guidelines and associated procedures which ensure alignment of the UWinsite system and related activities with the strategic priorities of the University
- Support establishment of priorities for UWinsite system initiatives (i.e. enhancements and changes) and provide general oversight for related projects
- Identify and explore specific issues / requests surrounding proposed modifications to the UWinsite system
- Suggest remedial actions to address specific issues and provide recommendations for enhancements to the UWinsite system that will improve user experience
- Reference best practices and provide recommendations and priorities for UWinsite system
- Assess the overall UWinsite system governance model and existing support structure and provide recommendations for improvement
- Support deployment of coordinated communication / education plan to raise awareness for UWinsite system initiatives

Role of IT Services

- Member

University of Windsor

UWinsite Steering Committee - Membership

Name	Position	Role
Douglas Kneale	Provost & Vice President, Academic	Co-Chair
Anna Kirby	Vice President, Planning & Administration	Co-Chair
Chris Busch	Associate Vice President, Enrolment Management	Member
David Butcher	Executive Director, Budgets & Financial Services	Member
Gillian Heisz	Controller & Executive Director - Financial Reporting & Accounting	Member
Susan Holiga	Assistant Director, Information Technology Services	Member
Ryan Kenney	Executive Director, Information Technology Services	Member
Andrew Kuntz	Manager, University Budgets	Member
Alice Miller	University Registrar	Member
Rosemary Zanutto	Executive Director, Institutional Analysis	Member

University of Windsor

UWinsite Advisory Committees – Terms of Reference

Mandate

- Responsible for reviewing business and technology changes that impact individual UWinsite systems (Student, Finance and Engage) and overseeing the selection and implementation of new related systems, components and modules. Reviewing all change requests for respective systems, evaluating the cost / benefit of the requests, assessing impacts and alternative solutions and determining relative priority.

Responsibilities

- Support the development, approval, implementation and oversight for policies, standards, guidelines and associated procedures which ensure alignment of the system and related activities with the strategic priorities of the University
- Support establishment of priorities for system initiatives (i.e. enhancements and changes) and provide general oversight for related projects
- Identify and explore specific issues / requests surrounding proposed modifications to the system
- Suggest remedial actions to address specific issues and provide recommendations for enhancements to the system that will improve user experience
- Reference best practices and provide recommendations and priorities for system
- Assess the overall system governance model and existing support structure and provide recommendations for improvement
- Support deployment of coordinated communication / education plan to raise awareness for system initiatives

Role of IT Services

- Member

University of Windsor

UWinsite Student Advisory Committee - Membership

Name	Position	Role
Alice Miller	University Registrar	Chair
Marian Doll	Director, Student Awards and Financial Aid	Member
Susan Holiga	Assistant Director, Information Technology Services	Member
Lorraine Grondin	Associate Registrar Systems & Registration	Member
Chris Lanoue	Manager – Financial Services	Member
Alison Samson	Director, Graduate Academic Services	Member

University of Windsor

UWinsite Finance Advisory Committee - Membership

Name	Position	Role
Dave Butcher	Provost & Vice President, Academic	Chair
Michelle Clement	Financial Accounting Administrator	Member
Gillian Heisz	Controller & Executive Director - Financial Reporting & Accounting	Member
Susan Holiga	Assistant Director, Information Technology Services	Member
Ryan Kenney	Executive Director, Information Technology Services	Member

University of Windsor

UWinsite Engage Advisory Committee - Membership

Name	Position	Role
Chris Busch	Associate Vice President, Enrolment Management	Chair
John Coleman	Director, Public Affairs and Communications	Member
Ryan Flannagan	Associate Vice President, Student Experience	Member
Chris Houser	Dean, Faculty of Science	Member
Ryan Kenney	Executive Director, Information Technology Services	Member
Alice Miller	University Registrar	Member
Harshjot Singh	Graduate Student Representative (VP External, GSS)	Member
Patti Weir	Dean, Faculty of Graduate Studies	Member
TBD	Undergraduate Student Representative	Member

University of Windsor

LMS Steering Committee – Terms of Reference

Mandate

• Identify and review campus needs, develop, update, communicate and provide oversight for the implementation of the vision and objectives related to the University LMS. Identifies the community workforce, assists with project liaison efforts, conflict resolution, and reviews the LMS project progress on an ongoing basis.

Responsibilities

• Support and provide oversight to the development, approval and implementation of policies, standards, guidelines and procedures associated with the LMS

• Support establishment of priorities for LMS initiatives (i.e. enhancements and changes) and provide general oversight for related projects

• Support identification of remedial actions to address specific issues and provide recommendations for potential enhancements to the LMS that will improve user experience

• Support deployment of communication and education plans to increase awareness of LMS initiatives

Role of IT Services

• Co-Chair

University of Windsor

LMS Steering Committee - Membership

Name	Position	Role
Ryan Kenney	Executive Director, Information Technology Services	Co-Chair
Erika Kustra	Director, Centre for Teaching & Learning	Co-Chair
Phil Dutton	Associate Dean, Undergraduate Affairs, Faculty of Science	Member
Nick Baker	Director, Office of Open Learning	Member
Susan Holiga	Assistant Director, Information Technology Services	Member
Allyson Skene	Learning Specialist	Member

University of Windsor

LMS Advisory Committee – Terms of Reference

Mandate

- Identify issues, raise questions and propose solutions for effective implementation and use of the system: an online tool supporting instructors' and researchers' interaction with students or colleagues. Members of the LMS Advisory Committee also serve another important role - communicating information about LMS back to respective colleagues.

Responsibilities

- Provide guidance to support the development, approval and implementation of policies, standards, guidelines and procedures associated with the LMS
- Assist with the establishment of priorities for LMS initiatives (i.e. enhancements and changes) and provide guidance on related projects
- Identify potential opportunities for LMS enhancements that will address academic needs and / or improve user experience
- Support communication and education plans as they pertain to LMS initiatives

Role of IT Services

- Member

University of Windsor

LMS Advisory Committee - Membership

Name	Position	Role
Allyson Skene	Centre for Teaching and Learning	Chair
Jennie Atkins	Centre for Executive and Professional Education	Member
Timothy Au-Yeung	Centre for Teaching and Learning (temporary)	Member
Betty Barrett	Faculty of Arts, Humanities and Social Sciences	Member
Gokul Bhandari	Odette School of Business	Member
Tamsin Bolton-Bacon	Leddy Library	Member
Terry Collins	Centre for Teaching and Learning (on leave)	Member
Deborah Dayus	Faculty of Nursing	Member
Annette Demers	Faculty of Law	Member
Adrian Dobos	Information Technology Services	Member
Graham Fawcett	Information Technology Services	Member
Nobuko Fujita	Office of Open Learning	Member
Maureen Gowing	Odette School of Business	Member
Susan Holiga	Information Technology Services	Member
Kevin Johnson	Public Affairs and Communications	Member
Jasminka Kalajdzic	Faculty of Law	Member
Debbie Kane	Faculty of Graduate Studies and Office of Quality Assurance	Member
Erika Kustra	Centre for Teaching and Learning	Member
Diana Marion	Organization of Part-Time University Students	Member
Tanya Noel	Faculty of Science	Member
Daniela Pusca	Faculty of Engineering	Member
Geri Salinitri	Faculty of Education	Member
Amber Shaheen	University of Windsor Students' Alliance	Member
Arpa Smith	Information Technology Services	Member
Jacqueline Stagner	Faculty of Engineering	Member
Erica Stevens Abbitt	Faculty of Arts, Humanities and Social Sciences	Member
Lorna (Lorie) Stolarchuk	Centre for Teaching and Learning	Member
Brinda Tank	Graduate Student Society	Member
Chase Tribble	University of Windsor Students' Alliance	Member
Paula Van Wyk	Faculty of Human Kinetics	Member
Patti Weir	Faculty of Graduate Studies and Office of Quality Assurance	Member
Mita Williams	Leddy Library	Member
Jim Wittebols	Faculty of Arts, Humanities and Social Sciences	Member

University of Windsor

VIP Steering Committee – Terms of Reference

Mandate

- Oversee the development of an implementation strategy for VIP applications, as well as development of a roadmap for further enhancements to the VIP system, in addition to optimization initiatives including but not limited to the implementation of employee self-service features, remote time entry, and recruitment processes

Responsibilities

- Provide oversight to the overall VIP and related projects/initiatives
- Develop appropriate phasing of the optimization to ensure effective engagement of staff, faculty and students
- Ensure that appropriate communication to the campus community is ongoing
- Make recommendations/approve policies, practices, guidelines, and potential enhancements to the application
- Promote the adoption of automated functionality to achieve process improvements and efficiencies

Role of IT Services

- Member

University of Windsor

VIP Steering Committee - Membership

Name	Position	Role
Anna Kirby	Vice President, Planning and Administration	Co-Chair
Rita LaCivita	Vice President, Human Resources	Co-Chair
Daniella Beaulieu	Executive Director, Human Resources	Member
Dave Butcher	Executive Director, Planning & Budgets	Member
Susan Holiga	Assistant Director, Information Technology Services	Member
Ryan Kenney	Executive Director, Information Technology Services	Member
Cheryl Paglione	Executive Director, Human Resources	Member

Data Governance Committee – Terms of Reference

Mandate

- Work with respective functional areas to determine data governance / management policies and procedures, as well as to propose new solutions, tools, processes and / or changes to tools / processes in order to enable and support related initiatives on campus

Responsibilities

- Review, recommend and provide oversight for data governance / management policies and procedures, including those associated with data accountability, accessibility, quality, responsibility and privacy
- Identify application of institutional data governance / management best practices that can be adopted and utilized by functional areas;
- Where required, provide oversight for the resolution and / or proposed remedial action(s) of known enterprise data issues
- Identify and explore specific issues / requests surrounding newly proposed data governance / management initiatives and / or disruptions to the existing data governance / data management model
- Provide IT Steering Committee (ITSC) and other University bodies (as required) with recommendations and priorities of data governance / management
- Follow through on recommendations as applicable

Role of IT Services

- Chair

University of Windsor

Data Governance Committee - Membership

Name	Position	Role
Ryan Kenney	Executive Director, Information Technology Services	Chair
Chris Busch	Associate Vice President, Enrolment Management	Member
Pascal Calarco	University Librarian	Member
Sarah Glassford	University Archivist	Member
Gillian Heisz	Controller & Executive Director - Financial Reporting & Accounting	Member
Susan Holiga	Assistant Director, Information Technology Services	Member
Erika Kustra	Director, Centre for Teaching & Learning	Member
Suzanne McMurphy	Faculty + Chair Research Ethics Board	Member
Alice Miller	University Registrar	Member
Heather Pratt	Executive Director, Research and Development	Member
Richard Taylor	Director of Legal Services	Member
Rosemary Zanutto	Executive Director, Institutional Analysis	Member

University of Windsor

IT Security Governance Committee – Terms of Reference

Mandate

• Work collaboratively with Information Technology Services and respective functional areas to determine cybersecurity governance / management policies and procedures, as well as to propose new solutions, best practices, tools, processes and / or changes to tools / processes in order to enable and support related initiatives on campus

Responsibilities

• Review, recommend and provide oversight for general cybersecurity governance / management policies and procedures

• Identify application of institutional cybersecurity governance / management best practices that can be adopted and utilized by functional areas

• Promote increased awareness and understanding of cybersecurity and associated issues

• Where required, provide oversight for the resolution and / or proposed remedial action(s) of known enterprise cybersecurity issues

• Identify and explore specific issues / requests surrounding newly proposed cybersecurity governance / management initiatives and / or disruptions to the existing frameworks

• Provide the Information Technology Steering Committee (ITSC) and other University bodies (as required) with recommendations and priorities as they pertain to cybersecurity

• Follow through on recommendations as applicable

Role of IT Services

• Chair

University of Windsor

IT Security Governance Committee - Membership

Name	Position	Role
Ryan Kenney	Executive Director, Information Technology Services	Chair
Mike Mackinnon	Director, Campus Police	Member
Kevin Macnaughton	Team Leader, Information Technology Services	Member
Marcin Pulcer	Assistant Director, Information Technology Services	Member
Sherif Saad Ahmed	Faculty Member – School of Computer Science	Member
Richard Taylor	Director, Legal Services	Member

University of Windsor

Web Governance Committee – Terms of Reference

Mandate

- Provide oversight to the development, implementation and management of the University website

Responsibilities

- Support the development, approval, implementation and oversight for policies, standards, guidelines and associated procedures which ensure alignment of the institutional website and related activities with the strategic priorities of the University. Key focus will be placed on activities related to the governance of new website development, including naming conventions, placement in website sitemap, visual appearance, and accessibility
- Support establishment of priorities for major web initiatives and provide general oversight for institutional web-related projects
- Identify and explore specific issues / requests surrounding newly proposed global changes to the website or disruptions to the existing website structure / governance model
- Help to determine remedial actions to address specific issues and provide recommended enhancements to the website that will seek to improve user experience
- Reference best practices, provide IT Steering Committee (ITSC) and other institutional bodies with recommendations and priorities for web governance / web management
- Support process to ensure websites adhere to legal requirements, including but not limited to the Accessibility of Ontarians with Disabilities (AODA) Act
- Support deployment of coordinated communication / education plan to raise awareness for web related initiatives

Role of IT Services

- Co-Chair

Web Governance Committee - Membership

Name	Position	Role
John Coleman	Director, Public Affairs and Communications	Co-Chair
Ryan Kenney	Executive Director, Information Technology Services	Co-Chair
Rob Aitkens	Team Lead, Web Design and Development	Member
Chris Busch	Associate Vice President, Enrolment Management	Member
Mike Fisher	Manager, Information Technology Services	Member
Ryan Flannagan	Associate Vice President, Student Experience	Member
Phil Graniero	Faculty, Earth and Environmental Sciences	Member
Meris James	Librarian, Law Library	Member
Erika Kustra	Director, Centre for Teaching & Learning	Member

IT Working Groups – Terms of Reference

Mandate

- Provide oversight to the development, implementation and management of the University website

Responsibilities

- Support the development, approval, implementation and oversight for policies, standards, guidelines and associated procedures which ensure alignment of the institutional website and related activities with the strategic priorities of the University. Key focus will be placed on activities related to the governance of new website development, including naming conventions, placement in website sitemap, visual appearance, and accessibility

- Support establishment of priorities for major web initiatives and provide general oversight for institutional web-related projects

- Identify and explore specific issues / requests surrounding newly proposed global changes to the website or disruptions to the existing website structure / governance model

- Help to determine remedial actions to address specific issues and provide recommended enhancements to the website that will seek to improve user experience

- Reference best practices, provide IT Steering Committee (ITSC) and other institutional bodies with recommendations and priorities for web governance / web management

- Support process to ensure websites adhere to legal requirements, including but not limited to the Accessibility of Ontarians with Disabilities (AODA) Act

- Support deployment of coordinated communication / education plan to raise awareness for web related initiatives

Role of IT Services

- Co-Chair

University of Windsor

IT Governance Framework – Review and Refinement

- As part of the implementation of the IT Strategic Plan, IT Services has worked collaboratively with University leadership and other key stakeholders to complete an overall review of all IT related governance frameworks to ensure that they are:
  - Generally aligned and support strategic priorities of the University and IT Services
  - Achieving identified mandates
  - Maintaining appropriate structures and representative memberships
  - Delivering value to the campus

- IT Services has also completed a process to review and revise its existing Project Management (PMO) process in order to ensure:
  - Clarity and transparency on the project intake process for the Department
  - An appropriate balance between the need for technologies and services against available resources
  - Prioritization amongst competing requests
  - Principles of stewardship and sustainability are adequately addressed as part of all project related decisions

University of Windsor

IT Governance Framework – Sustainment

- IT Services will regularly review and assess the overall effectiveness of the IT Governance Framework and supporting processes in order to ensure that identified objectives are achieved both effectively and efficiently

- Where required, IT Services will use appropriate channels and corresponding due process to make further refinements to the overall IT Governance Framework in order to maintain effectiveness and achieve objectives

University of Windsor