UCSB Enterprise IT Governance Model

Advisory Function

Enterprise IT projects and planning accomplished with the advice of affected stakeholders (including technical experts in many cases) is essential to promoting widely understood, validated, and adopted change related to campus business processes and infrastructure capability. An advisory layer in the enterprise IT governance model supports this objective by serving as a framework for broad participation. The primary means of obtaining systematic participation in the advisory function are formal representative IT advisory groups positioned within the governance structure. The underlying premise guiding this approach is the assumption that stakeholders hold the most relevant and reliable knowledge of need, potential efficacy, and possible effect of proposed enterprise IT changes across a complex environment.

What are IT Advisory Groups?

IT advisory groups are stakeholder bodies with functional affinity around a broad category of University activity. For example, the administrative IT Advisory Group includes numerous functions requiring IT tools to complete business tasks (accounting, payroll, admissions, recruitment, etc.). Advisory groups do not align with organizational structure. They are unbounded in such a manner as to promote cross-unit discussion and assessment of IT issues and potential developments based on common utilization and reliance on relevant technologies. IT advisory groups support Information Technology Council (ITC) assessment and prioritization of project proposals by enabling timely and relevant advice associated with projects under review. Generally, advisory groups are comprised of IT end-user stakeholder. However, in the case of the IT Infrastructure Advisory Group, campus-wide IT managers collaborate to share expertise and knowledge of local systems and configurations to advise ITC on potential distributed impacts and complexities of proposed enterprise projects and initiatives.

As necessitated by project complexity or other factors, advisory groups may form sub-committees to examine specific project aspects or technological issues. An ITC member, who also assists in shepherding prospective group-supported projects through the assessment and prioritization process, facilitates each advisory group.

How do IT Advisory Groups Shape IT Governance?

IT Advisory Groups are an important component of campus-wide IT governance by providing critical information to the ITC review, prioritization, and recommendation process. They are also campus business and technology affiliates of Enterprise Technology Services (ETS), ensuring stakeholder perspective and influence on the planning and deployment of enterprise IT goals, change, and capabilities.

The advisory groups supporting ITC project review in the UCSB Enterprise IT Governance process are:

UCSB Enterprise IT Advisory Groups
Academic IT Advisory Group

The Academic IT Advisory Group is composed of faculty, staff, and student representatives involved in delivering and/or receiving educational/pedagogical services. The group promotes effective enterprise IT project and initiative implementations by ensuring ITC awareness and consideration of the implications, efficacy, and operational requirements of proposed enterprise educational technology changes. Among the topics within the scope of the group is enterprise level consideration of systems related to physical learning environments, learning management tools, and online learning environments.

Administrative IT Advisory Group

The Administrative IT Advisory Group is a campus-wide body of representative managers and end-users of business-supporting technologies. Members represent IT-dependent administrative functions essential to the University’s operation and provision of services. Areas within the group’s scope include enterprise IT developments related to procurement, human resources, student support functions, accounting/finance, facilities management, communications, planning, and other administrative functions.

Information Security and Management Advisory Group

The Information Security and Management Advisory Group is comprised of campus-wide program and technology professionals with oversight for and/or expertise in information security activities. The group promotes ITC awareness and consideration of information security and privacy issues, requirements, and risks related to current and proposed enterprise implementations. Areas within the scope of the group include security policies and regulations, security technology resources, procedures, business continuity and disaster recovery, identity and access management policy and practice, and campus awareness/training.

IT Infrastructure (IT Partners) Advisory Group

The IT Infrastructure Advisory Group is composed of IT managers and brings distributed technological expertise and knowledge of campus-wide systems together to promote successful enterprise projects and initiatives. Members contribute to ITC review by providing essential information and analysis articulating potential impacts, complexities, and technical change requirements associated with effective project implementation and operation. Areas of scope include core infrastructure, infrastructure services, and infrastructure efficiencies/processes. The following standing subcommittees support the Group’s timely and expert advisory work:

- Data Center Subcommittee
- Network Subcommittee
- Standards Subcommittee
- Systems Subcommittee
Research IT Advisory Group

The Research IT Advisory Group provides advice regarding the impact and efficacy of enterprise IT projects and initiatives on research computing resources and administration. The group is composed of research administration, academic leaders, and research-supporting programs. It enables effective ITC review and enterprise IT planning by contributing program insight on matters pertaining to research technology strategy, services delivery, and relevant policies.

Student IT Advisory Group

The Student IT Advisory Group informs ITC review and enterprise IT planning on matters related to student use of campus-delivered IT resources and services. Composed of student group representatives and managers of student-utilized technology-enabled services, the group promotes effective enterprise projects and initiatives implementation by advising on areas such as technology assistance, discovery services, media support, and similar activities.