

## **VCU Technology Services**

### **IT Service Management (ITSM) Committee Charter**

**2019-2020**

The VCU IT Service Management Committee will provide prioritization and direction for the development of IT Service Management (ITSM) processes, procedures and tool integrations.

#### **The VCU Technology Services ITSM Committee Primary Responsibilities:**

- Provide strategic direction for VCU Technology Services ITSM process and application integration.
- Participate in oversight activities to monitor and approve/reject changes to a project's scope, schedule or budget.
- Determine and allocate resources for ITSM special requests, projects, and related services.
- Provide a forum to communicate information related to VCU Technology Services ITSM applications, infrastructure, requests, projects, and services (emphasis on requests and projects).
- Address project risks and issues that require internal executive level decisions.

#### **Meetings**

The ITSM Committee will meet (at minimum) quarterly to keep track of issues, the progress of project implementations and on-going university wide support to its stakeholders.

#### **Meeting Deliverables**

At each meeting, program/project status will be reported to the committee by the appropriate Program Directors or Project Manager using an agenda outline such as the following:

1. Introductory Items:
  - a. Review Agenda
  - b. Review of actions/deliverables arising from previous meetings.
2. Review Project Status:
  - a. Overall Status
  - b. Scope and Schedule status
  - c. Budget status
  - d. Milestones and accomplishments
  - e. Review and approval of project change orders
  - f. Specific requests for assistance of the Committee
3. For Closing Projects – Close Out Report
4. Review and agree upon new actions/deliverables and assignments
5. Plan and confirm date and location for next meeting

#### **Decision Making**

VCU procurement requirements and IT Governance policies must be followed when making decisions related to technology purchases, projects and services. All program/project decisions must be documented. Changes to process/program integration priorities are subject to a vote by the committee. A quorum of  $\frac{2}{3}$  of voting members must be in attendance to cast a vote on an item. Voting will be based on majority rules.

### **Other Rules of Operation**

- Agendas will be distributed at least one business days before the meetings.
- Meeting notes (of significant decisions and action items) will be distributed to committee members within three business days of each meeting.

### **Committee Membership**

This committee requires membership from both Technology Services, in addition to representatives from non-TS IT departments.

Name	Role	Department
Alex Henson	Committee Sponsor	Technology Services
Thom Mattauch	Committee Co-Chair (non-voting, advisor only)	TS IT Service Management Office
Hannah Steighner	Committee Co-Chair (non-voting, advisor only)	TS Planning and Project Management Office
Tambre Hornsby	ITSM Tool Architect (non-voting, advisor only)	TS IT Service Management Office
Colleen Bishop	Committee Member	TS Academic Technologies
Sam Kennedy	Committee Member	TS Technology Support Services
Keith Deane	Committee Member	TS Network Services
Mayura Patel	Committee Member	TS Information Security
Mike Dunham	Committee Member	Humanities and Sciences
Brian Canaday	Committee Member	School of Dentistry
Joel Browning	Committee Member	School of Medicine
Steve Kuchta	Committee Member (non- voting)	School of Medicine

Megan Wood	Committee Member	Human Resources
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## **Responsibilities of a Committee Member**

It is intended that the Committee leverage the experiences, expertise, and insight of key individuals in regards to decision-making. Committee members are not directly responsible for managing project activities, but are expected to provide support and guidance for those who do. Thus, individually, Committee members should:

- Understand the strategic implications and outcomes of initiatives being pursued through project outputs.
- Appreciate the significance of the project for some or all major stakeholders and represent their interests.
- Assume a role as an advocate to garner broad support for the outcomes being pursued in the project.

In practice, this means:

- Review the status of the project.
- Vote on proposals and decisions related to projects.
- Help balance conflicting priorities and resources.
- Provide guidance to the project team and users of the project's outputs.
- Openly consider ideas and issues raised.
- Check adherence of project activities to standards of best practice both within the organization and in a wider context.
- Report on project progress to those responsible at the executive level.

## **Participants with Reporting Responsibilities**

Additional participants may attend meetings as necessary and are not eligible to vote, unless specifically indicated when an issue or decision is presented to the Committee.