



FINANCE DIVISION

Customer-Centered IT Governance

January 2021

Current Process and Issues

Current State:

- There are gaps in processes for requesting IT services, such as data integration, access to systems, new projects, etc.
- While there is a Project Management intake process defined, there is no formal University-level business approval or prioritization for incoming project and data analytic requests.
- Many CCIT actions are reactive based on incoming requests, making it difficult from a resource allocation, visibility, and prioritization standpoint.
- IT Vendor Management has been approved to address the following issues regarding departments purchasing software:
 - Some of this software or similar options may already be available at Clemson, wasting financial resources by duplicating expenses.
 - CCIT may or may not be able to support systems that are purchased and/or stored outside of the current Clemson IT infrastructure.

Project Goal:

Define a comprehensive workflow for requesting and prioritizing IT solutions at Clemson, including data management and governance requirements.



Why Create this Process?

Benefits of Implementing the Customer-Centered IT Governance Plan:

Minimize Cost

Satisfy new needs with existing IT or process solutions

Compare “apples-to-apples” cost estimates and campus ROI of proposed new solutions before utilizing CCIT and/or other resources

Implementing IT solutions that are the correct size from the start

Eliminating unneeded or duplicated work efforts

Manage Risk

Designing solutions with IT security, Data Governance, Compliance, and Legal requirements built in

Ability to sunset deprecated systems

Formalizing the IT project pipeline to reduce demand on the same resources during the same time frame

Maximize Effectiveness

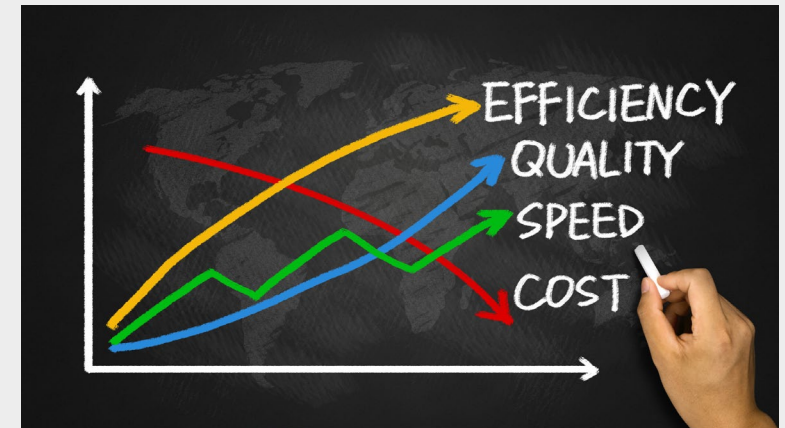
Allow for strategic discussion

Building and curating an overall system and IT infrastructure

Eliminating the majority of ad-hoc requests

Approving and scheduling projects based on available resources; better time-to-delivery

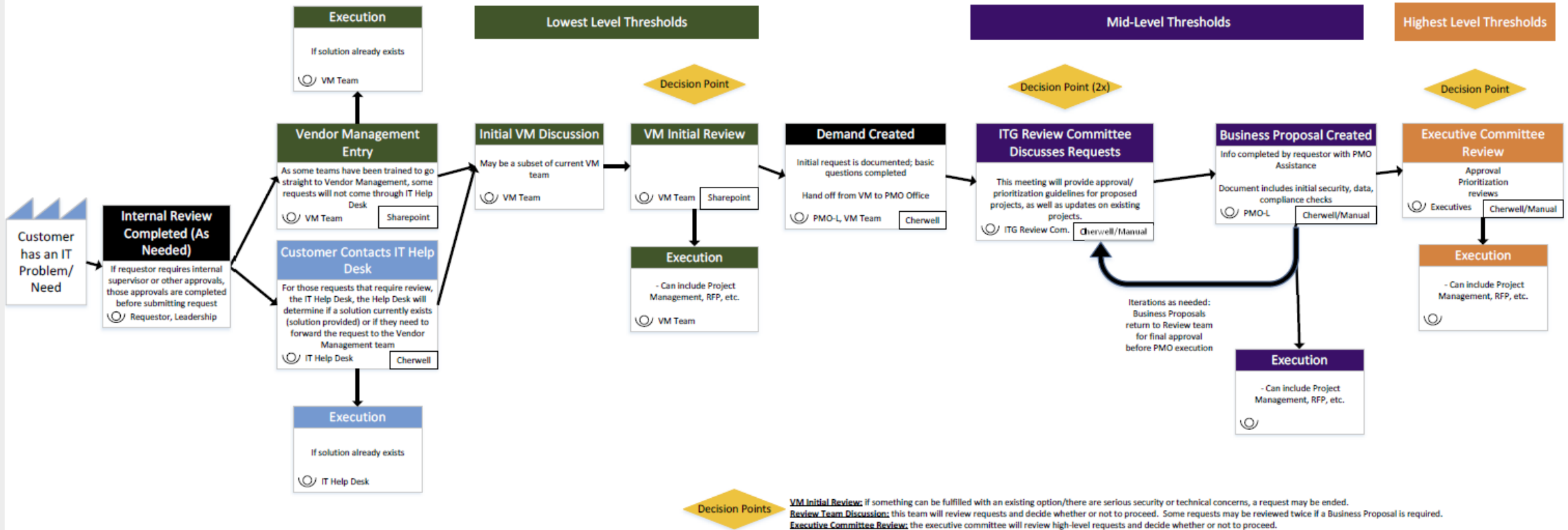
Cohesive workflow from end-to-end, including process for elevating strategic requests



How will it work?

IT Governance Future State – Covid-19 Plan
Winter 2021

Note: Expectations must be set around time and resource constraints due to COVID-19



How will it work?

<i>IT Governance Thresholds - DRAFT</i>				
Criteria	ITVMP	Subcommittee	Executive Committee	Other
Initial Financial Investment	under \$100,000	\$100K-\$250K	\$250K+	
ERM Activity Priority Score (from Activity Inventory; including Data Security Classifications)	CU not affected	CU Moderately Impacted	CU could shut down	
Resource Requirements (CCIT and non-CCIT employees)	Under 100 hours	100 – 500 hours	Over 500 hours	
Project Scope Complexity	Level C minor complexity	Level B contained within one division/ Budget Center	Level A Enterprise wide (affects one or more divisions across campus)	
Dependencies/integration	0-1	2+	3 or more	
Data Requirements (map to Risk)	Data you already control	Data not controlled within your area		



How will it work?

IT Governance Review Committee

Current committee began meeting in October and is meeting once a week to confirm process steps, review current requests, and formalize requirements.

An ITG Review Committee Charter has been created and will be provided.

Executive Committee

The Executive Committee meets as-needed, and is comprised of the CIO, Provost, and EVP of Finance and Operations

IT Requests

Examples of recent requests: Banner Renewal, Performance Management, Common Operating Picture, YellowDig, F&O Connected Reporting

Current ITG Review Committee Members	Division Represented
Carla Bennett	Academic Affairs, Finance
David Kuskowski	Academic Affairs, Enrollment
Jeremy King	Academic Affairs, IE
Ben Wiles	Academic Affairs, Data
Christina Brumback	Finance and Operations, InstEx
Greg Carlton	Finance and Operations, InstEx
Tyler Saas	Finance and Operations, Budget
Carla Rathbone	CCIT
Billy Cook	CCIT



ITG and ATC Working Together

ATC Role

- Review and recommend policies related to academic computing, IT, and media supporting teaching, learning, research, scholarship, and advising activities of faculty and students
- Facilitate faculty input on future directions in information technologies across the institution



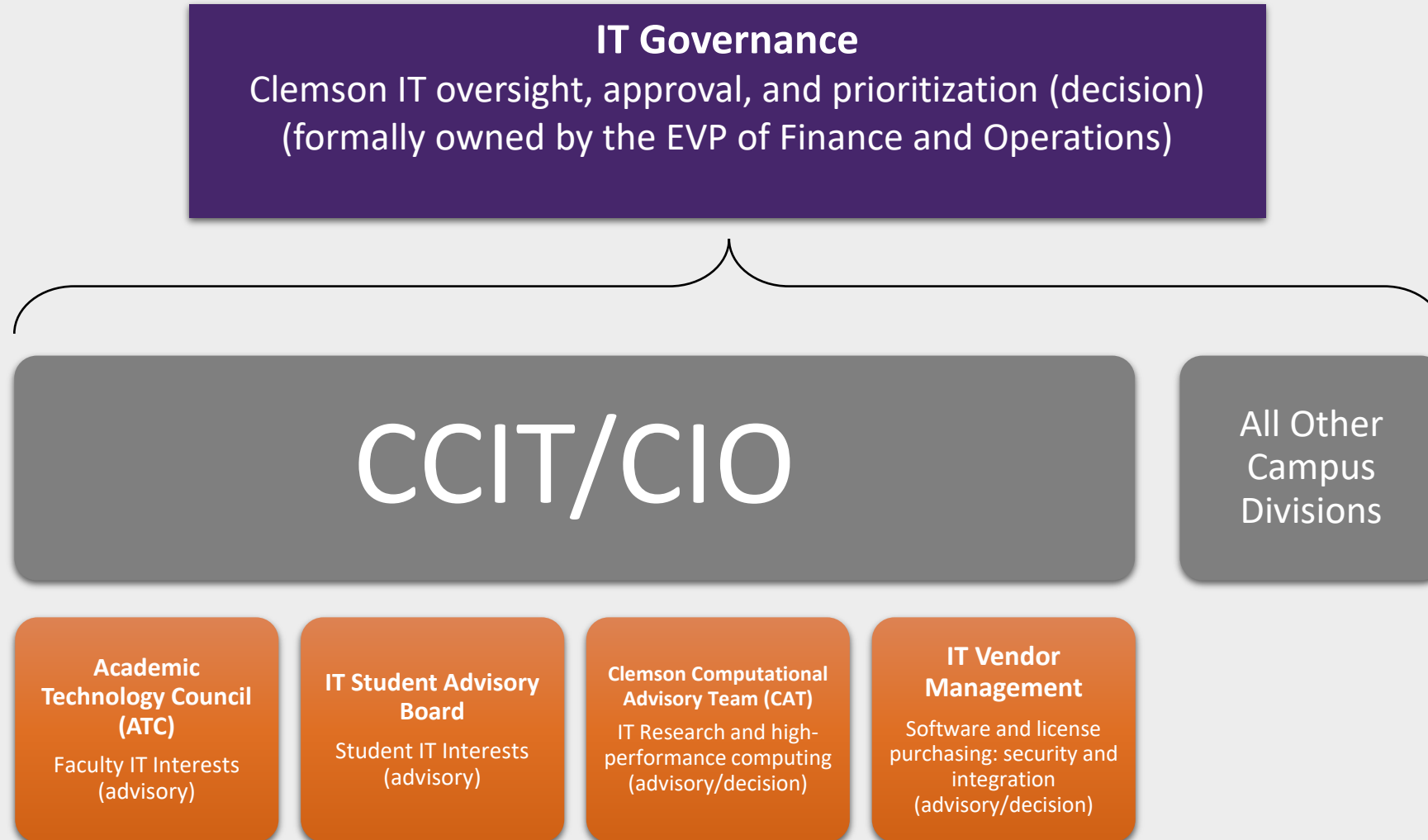
ITG Role

- Review, approve, and prioritize technology requests, confirming resources, timeline, and strategic importance

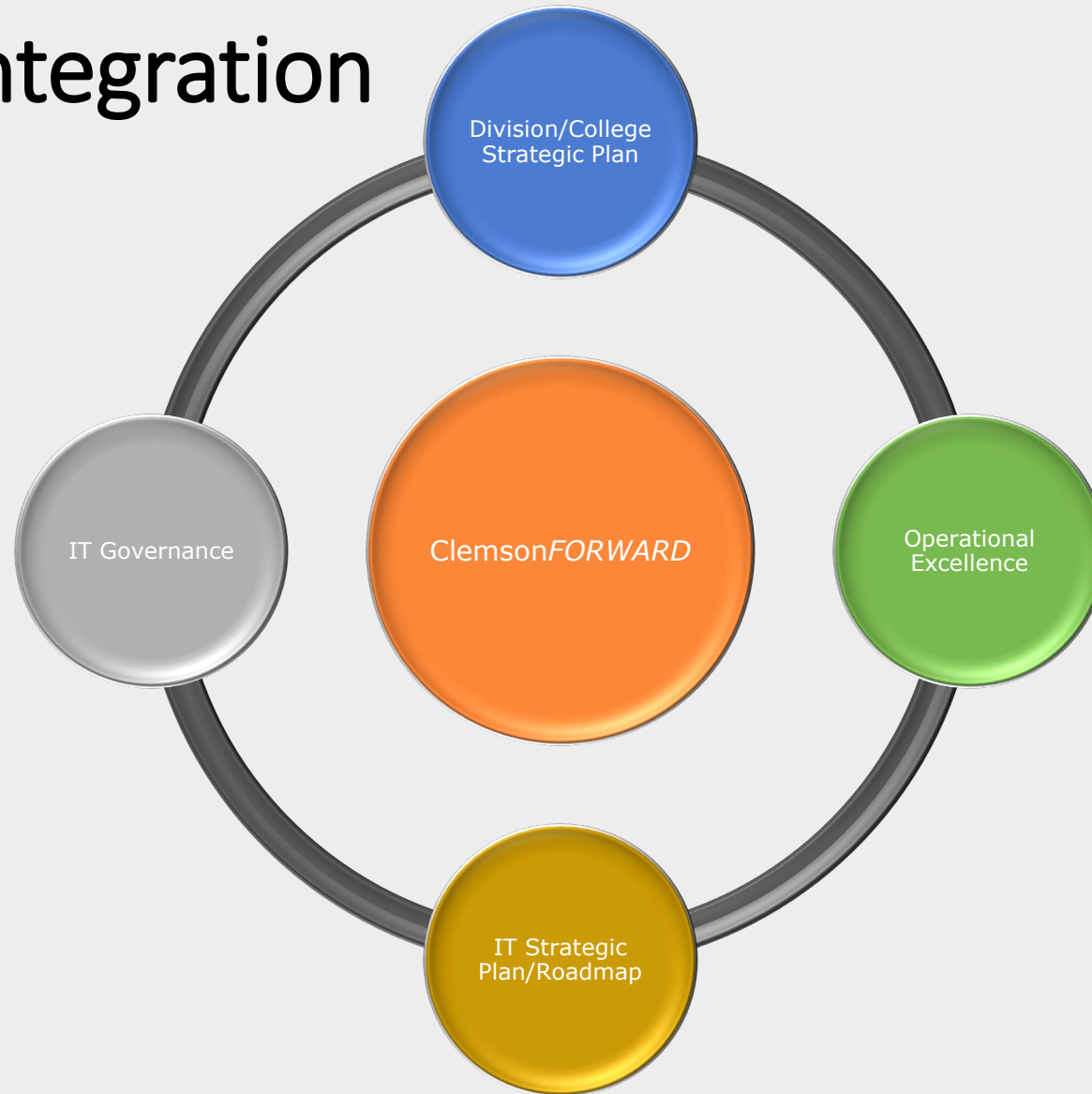
By working together, ATC and ITG can ensure that faculty IT needs are reviewed, approved, and implemented successfully by providing comprehensive support and transparency.



Clemson Technology Governance Structure



Strategic Integration



Questions?

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