INFORMATION SERVICES’ GOVERNANCE

Board of Trustees

Management Committee

Information Services

IS Steering Committee

Chair: Tom Pagano

Purpose: Principal advisor to the CIO and Information Services on technology-related business initiatives as they relate to furthering the goals of the College

Technology Infrastructure Planning and Technical Teams

Chair: Sandra Warner

Purpose: Provide planning and technical management for the technology infrastructure investments initiatives supported by $3 per tuition credit hour.

Technology Security Team

Chair: Philip Mein

Monthly

Purpose: Identify and mitigate risks, implement necessary mitigating safeguards and controls, and implement ongoing monitoring activities and counter measures.

Student Experience Team

Monthly

Chair: Sandra Warner

Purpose: Facilitate communication between portal stakeholders to determine opportunities for improvement in the online experience JCCC delivers to students through the collection of portals such as MyJCCC, D2L, MyFinances, Astra, and JCCC Mobile.

Ellucian (Banner) Team Leaders

Chair: Sandra Warner

Bi-Monthly

Purpose: Facilitate communication and promotes coordination, planning, prioritization, allocation and recovery of administrative computing resources as it pertains to Ellucian Banner and its partner products.

CRM Team Leaders

Chair: Sandra Warner

Bi-Monthly

Purpose: Facilitate communication and promotes coordination, planning, prioritization, and allocation of administrative computing resources as it pertains to Sugar CRM.

Functional Projects Teams

Chair: Sandra Warner

Bi-Monthly

- A/R Project Meeting
- Banner Informational Meeting
- Finance Project Meeting
- Human Resources Project Meeting
- Banner Instruction Project Meeting
- Student Project Meeting

Change Management Board

Weekly

CMB serves as an advisory board for technology changes that will potentially affect campus operations. Weekly help desk reports and project status updates are also shared through this group.

Incident Management

Incident Management serves as the committee for communication of unplanned disruptions to enterprise wide technology services that are critical to the college. The purpose of the committee is to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best possible levels of service quality are maintained.

Academic Technology (A-TAC)

Chair: Shannon Ford

Quarterly

Purpose: Facilitate communication, promote coordination, planning, prioritization of academic IS resources.

Office & Multimedia Classroom Technology Planning Team

Chair: Mary O'Sullivan

Bi-Monthly

Purpose: Provide guidance and direction on technologies related to office, public use and multimedia classrooms.

Project Teams

Bi-Monthly

- Technical Office & Multimedia Technology Planning Team

Technical Projects

- Dean of Academics/Deans Council

ISSC Governance Structure FY15

1/8/2016