

Introduction

The purpose of this EIS Program Governance Charter is to define the governance of the Enterprise Information System (EIS) program for the University of North Texas System (UNT System). The EIS program provides functionality that is used across major areas of the institution and at all UNT System components. The EIS program represents not only a significant investment of system resources but also a significant allocation of resources and funds for maintenance and enhancement on an ongoing basis. The resources committed to the program are not associated with one department or even one vice president. They come from throughout the UNT System from all the institution's components; therefore, it is important to have a governance structure to manage the program. Governance creates a foundation for enhanced awareness and collaboration, increased efficiency, and more consistent delivery of the right services at the right time with the right resources.

Program Overview

The University of North Texas System implemented Oracle's Enterprise Learning Solutions (Human Resources, Student Administration and Contributor Relations), Portal and Financials as part of a large implementation effort that began in the Fall of 2002 and ended in the Spring of 2004 with the final student modules going live. The EIS project was a large, centrally managed project with a fixed duration, schedule and budget concentrating on vanilla implementations of Oracle products. The EIS program consists primarily of smaller projects managed by the program families. The EIS program has an open duration, is service and enhancement oriented, and includes a recurring maintenance component (patches and fixes as well as major upgrades). Still remaining is the implementation of another purchased component, CRM.

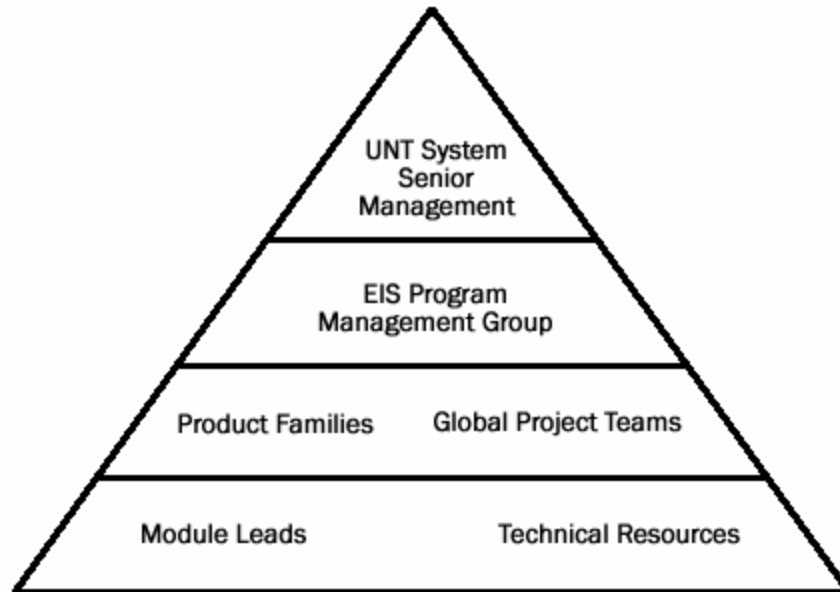
The purpose of the governance charter is to define the processes and responsibilities for the governance of the EIS program.

Key Program Assumptions

- All components of the UNT System will work together in a spirit of partnership, sharing information and working diligently toward common program and business objectives.
- The program is an integral element for the success of the UNT System as a high priority within the UNT System.
- UNT System senior management will continue to champion the program.
- The appropriate UNT System program team members and business-process managers will be available at relevant times to support the program.
- The EIS Program Management Group will support, monitor and maintain program and project management controls used within the program.
- The UNT System will remain current with Oracle delivered patches and fixes within the constraints of the business needs of the UNT System.

EIS Program Governance Structure

EIS Program Governance Pyramid



EIS Program Management Group

UNT Denton

John Hooper, CITC, Chair
Clint Shipp, Contributor Relations
Ginny Anderson, Financials
Nelda Evarts, HRMS
Kenn Moffitt, Portal
Troy Johnson, Student Administration

UNT Health Sciences Center

Bob Woelfel, ITS
Tony Rousseau, Contributor Relations
Stephen Oeffner, Financials
Rand Horsman, HRMS
Cleatus Wallis, Portal
Thomas Moorman, Student Administration

Role Descriptions

Following are descriptions of roles identified for the University of North Texas System EIS governance.

UNT System Senior Management

UNT System senior executives, as stakeholders in the various functions that EIS provides, are committed to the success of the EIS program. Within their executive roles as part of the UNT System and its components, they allocate resources, review and approve expenditures, and validate strategies, plans and organizations in support of the

University of North Texas System EIS Program Governance Charter

EIS program. In addition, they may be called upon to resolve program issues that cannot be addressed with the EIS governance model.

EIS Program Management Group

The EIS Program Management Group (PMG) is comprised of management staff from the UNT System that are stakeholders in the program and are committed to its success. There is one representative from each EIS product family (Contributor Relations, Financials, HR/Payroll, Portal, and Student Administration) for each institution. In addition there are representatives from each of the information technology service providers, Computing and Information Technology Center (CITC) Administrative Information Systems (AIS) at UNT and Information Technology Services at UNT-HSC. The committee is chaired by the representative from CITC AIS.

The PMG collectively decides major program objectives, schedules, and priorities and is responsible for the overall success of the program and for ensuring that the program meets the needs of UNT System. This group also makes decisions on program issues brought to it. Typically issues are presented to the PMG when an issue impacts the program as a whole; such as, shared resources, timelines or institutional policies.

Typical Responsibilities

- Approve and monitor strategic and tactical plans
- Facilitate commitment of necessary resources
- Assess the institutional impact of issues and determine the ability of the organization to implement changes
- Communicate with other groups to champion ongoing program support and sponsorship
- Gain acceptance on key decisions
- Maintain a basic understanding of the system
- Resolve issues brought forward in a timely fashion
- Approve measures of program's progress and success
- Provide program vision and direction
- Monitor the alignment of the program to business needs
- Ensure system-wide cooperation throughout the program

UNT System Product Family Heads

Product Family Heads manage a product team made up of module leads and other team members. Each Product Family Head is responsible for their product service delivery including service levels, enhancements and maintenance. They are jointly responsible, along with the associated IT service providers, for the execution of projects within their product family. Coordination of product family activities between institutions and across product families is a key element of responsibility.

Typical Responsibilities

- Oversee the creation, execution and monitoring of project plans within their product family
- Ensure work is completed, issues are resolved according to agreed upon deadlines, and product family milestones are achieved on schedule
- Coordinate and facilitate product family meetings
- Manage identification and resolution of issues
- Review and approve product family deliverables; assure that deliverables meet the business and/or technical requirements and standards; ensure all deliverables are documented, reviewed, and completed in a timely manner
- Coordinate product family resources
- Involve subject area experts in the program on an as-needed basis
- Facilitate business process changes with effected users
- Manage identification and mitigation of risks
- Execute decision-making authority to resolve issues in a timely manner; recognize when issues require escalation and provide documentation to be used in the resolution process
- Ensure all team members receive sufficient training and that sufficient end-user training is delivered
- Champion the EIS program to the UNT System community

UNT System Module Leads

Module Leads serve as the experts in their modules. Module Leads ensure that individual projects and project tasks are completed in a timely manner and that UNT System business requirements are met within the program scope. Module Leads are expected to coordinate across products and institutions in completing project tasks.

Typical Responsibilities

- Complete project tasks on time
- Report project progress, status, issues to Product Family Head
- Provide knowledge of end user needs, business processes and procedures, and management expectations
- Communicate business needs and risks to the Product Family Head
- Examine business processes for improvement opportunities
- Design, oversee and carry out testing for enhancements, patches and fixes, and upgrades
- Develop and deliver training, training documentation and user documentation
- Provide requirements for any necessary reports and customizations
- Develop and maintain application security
- Champion the EIS program to the UNT System community

Global Project Teams

Global Project teams are assembled to execute global projects within EIS. Global projects are those large projects that have significant elements such as functionality changes or resource requirements that affect more than one product family. Global projects, like any project, are of a limited duration and have defined deliverables (such as the installation of an upgrade). They are managed by project structure outside product families with product family participation. They are executed under the direction of the EIS Program Management Group using a matrix organization that includes the required resources from all organizations. The PMG will sanction the project organization used to execute a global project. The project manager of a global project team has similar responsibilities as a Product Family Head for the duration of the global project. Module Leads and technical resources participate in global projects and have the same responsibilities as they do within their product family.

Technical Resources

The Technical Team consists of UNT System staff responsible for customization, application support, hardware support, system administration (operating systems), database administration, application administration, security, data warehousing and reporting, training, and technical management in the EIS environment. These services are generally provided by the CITC AIS group at UNT and Information Technology Services at UNT-HSC.

Typical Responsibilities

- Provide support for the acquisition, implementation, integration, customization, maintenance and operation of third-party administrative software packages
- Provide analysis, design, programming, testing, maintenance, and operation services for customized information systems
- Develop and implement strategies to provide analytical reporting for decision makers at all levels within the UNT System
- Provide a secure, stable and responsive infrastructure in support of these administrative applications
- Develop and support integration with external entities through automated interfaces and reporting
- Provide specific training as well as models and approaches for use by the product families for the successful training of EIS constituents