

IT Service Investment Board Charter

Purpose

The purpose of the IT Service Investment Board is to:

- Review services provided by UW Information Technology (UW-IT) and make recommendations for adding, changing and removing services. As part of this review, the Board considers service costs, funding levels, and support of strategic goals as outlined by the IT Strategy Board. The Board also considers input from the IT Service Management Board when making recommendations.
- Conduct an annual review and assessment of the Technology Recharge Fee (TRF) and recommend changes as needed. This review includes evaluation of services to be covered, costs to provide those services, rate level, and allocation methodology.
- Prioritize major UW-IT projects that enhance or add IT services and make recommendations about funding levels to the Vice President for UW-IT and CIO.
- Refer issues and recommendations to the IT Strategy Board as needed.

Scope

The IT Service Investment Board has purview over all services provided by UW-IT, including services currently not covered through the TRF, such as Information Management and self-sustaining services. Also in scope are prioritization of major IT projects that support or enhance those services, that deprecate existing services or that implement new services.

Structure

The IT Service Investment Board is one of three IT governance boards:

- **IT Strategy Board** provides strategic direction on information technology at the University of Washington.
- **IT Service Investment Board** makes recommendations about services provided by UW-IT, including priorities and funding levels for major UW-IT projects.
- **IT Service Management Board** ensures alignment of UW-IT services with institutional IT strategy and priorities, as identified by the other two governance boards, and optimizes the design, delivery, operation and sourcing of those services.

The IT Service Investment Board is guided by strategy direction from the IT Strategy Board in making recommendations, and it brings issues and recommendations to the IT Strategy Board for its consideration. Similarly, the IT Service Investment Board considers issues and recommendations brought to it by the IT Service Management Board, and it provides direction to the IT Service Management Board on high-level changes to services provided by UW-IT.

In addition, an advisory committee of UW administrators, focusing on the TRF and coordinated by the Chief Financial Officer for UW-IT, provides analysis, identifies issues and makes recommendations that inform the IT Service Investment Board in its annual review of the TRF.

Background

The establishment of three boards to govern IT at the strategic, project and service levels is intended to make decision-making about information technology across the University more comprehensive and holistic. It also recognizes that investments in IT are to a certain degree fungible between funding for new projects and capabilities, and for enhancements to existing services.

This new structure builds upon what has been working within the UW-IT governance structure over the past three years, while providing greater clarity in roles and responsibilities. The IT Service Investment Board replaces the IT Costing Oversight Group, which in turn replaced the President's Working Group on Information Technology. The new structure broadens the role of the IT Service Investment Board to include the entire UW-IT project portfolio. In establishing the IT Service Management Board, the new structure formalizes a role for both University IT staff and administrators in reviewing and making recommendations about the provisioning, delivery and management of UW-IT services. The IT Strategy Board is a new group that is being added to focus specifically on the most strategically important IT issues facing the University.

A primary responsibility of the IT Service Investment Board is the annual review of the Technology Recharge Fee (TRF). The TRF was established in 2011 to provide a sustainable, long-term funding model for critical information technology services at the UW. The fee is an employee per capita rate paid by all UW academic and administrative units. It supplements existing central funds to pay for basic services.

The President and Provost approved the implementation of the TRF based upon recommendations from the UW Technology Working Group, which was comprised of representatives from UW academic and administrative units. The Working Group used cost and peer data provided by an independent consultant, WTC.

The TRF has been reviewed annually by previous governance committees, which recommended maintaining consistent rates and allocation methodology for Fiscal Years 2012 and 2013. The following rates remained consistent for the first three years of the TRF:

- \$52.68 per month per capita for all academic and administrative units
- \$53.43 per month per capita for the Medical Centers (in addition to a separate service-level agreement for network and telecommunication services)

The IT Service Investment Board, as part of its charge, recommended and received approval from the Provost that UW-IT maintain the current methodology for the Technology Recharge Fee (TRF) for Fiscal Year 2014 with the following adjustments:

- Include services previously designated as University Support Services as part of the basic service bundle (Office of the Chief Information Security Officer, data centers, and student learning centers).
- Exempt UW Medicine from the costs of supporting the Student Data Base (SDB) system.

With these adjustments, the TRF rates for FY 2014 are:

- \$54.50 per month per capita for all academic and administrative units
- \$50.00 per month per capita for the Medical Centers

The Board will review the TRF rate level for 2015 this fall.

The IT Service Investment Board continues the work of these earlier governance committees. It has the added responsibility of reviewing and making decisions about the entire UW-IT project portfolio, including major projects and efforts related to services funded by the TRF, as well as services provided by Information Management and self-sustaining services.

Membership

The IT Service Investment Board is made up of thirteen representative Chancellors, Deans, Vice Presidents and Vice Provosts, or their designated direct reports. Specifically, the membership includes:

- Three Deans, Associate Deans or Chairs, representing a broad spectrum of UW schools and colleges
- One Chancellor or Vice Chancellor from UW Bothell or UW Tacoma
- One Dean, Vice President, or Vice Dean from the School of Medicine
- One Dean or Associate Dean from a Health Sciences school or college
- Two Vice Presidents or Associate Vice Presidents from large administrative units
- One senior-level representative from UW Medicine/Medical Centers
- One representative from the Faculty Senate (Faculty Senate Chair or Chair of the Senate Committee on Planning and Budgeting)
- One Associate Vice Provost from Planning and Budgeting, and one Associate Vice Provost from Research
- The Vice President for UW-IT and CIO

The Chief Financial Officer of UW-IT and one other UW-IT staff member, identified by the Vice President for UW-IT and CIO, will serve as ex-officio, non-voting members of the IT Service Investment Board.

The IT Service Investment Board is advisory to the Vice President for UW-IT and CIO. The term of appointment is two years, with approximately half of the board membership rotating out and being replaced each year. The Chair of the IT Service Investment Board is appointed annually by the Vice President for UW-IT and CIO.

The IT Service Investment Board is supported by the Office of the Vice President for UW-IT and CIO.

Meetings

The IT Service Investment Board meets monthly.