A. Background and Definitions

Information Technology (IT) is integral to the success of Niagara College. IT products and services are used to support teaching, research, and administrative processes across the College, and constitute a significant investment of financial and human resources. The College faces numerous choices on products and technologies, and clear governance with respect to the acquisition, deployment and security of IT ensures that decisions are fully informed, aligned with College priorities, and make the best use of limited College resources.

Information Technology Services (ITS) is a department within the College with the responsibility and accountability to manage the IT assets of the College.

Information Technology (IT) refers to all information technology products and services. This encompasses all hardware, software and applications running on or accessing the college infrastructure, and the human resources that support them. For the purposes of this policy, this definition includes but is not limited to:

- **Common IT connectivity infrastructure across the College** (e.g. voice and data networks, wired and wireless connectivity, access to the internet, cloud);
- **Computing** (e.g. servers and storage, end user devices including personal computers, laptops, tablets, phones);
- **End user and enterprise wide applications, on site and cloud** (e.g. Blackboard, PeopleSoft, Salesforce, Halogen, Campus Labs, Clockworks, productivity applications – email, Microsoft O365, other Customer Relationship Management (CRM));
- **Instructional technology** (e.g. classroom multi-media systems and services, academic software (Dentrix, Micros, etc.), distance learning technologies);
- **Video** (e.g. video applications on the network, streaming, security video, digital signage, wayfinding, editing software, etc.);
- **Peripheral technologies** (e.g. print devices, TVs, scanners, monitors, cameras etc.); and
- **Security infrastructure** – both physical and cyber/network based.

**IT Portfolio** refers to collection of IT programs and projects that are approved by the Executive Team to achieve college priorities.
B. Purpose

The purpose of IT Governance is to further the strategic goals of the College through an accountability and decision framework for the acquisition, implementation and deployment of information technology and related/supportive processes.

The main objectives of IT Governance are to:

a) Ensure that IT investment decisions are being made in alignment with the strategic and tactical priorities of the College;
b) Enable broad consultation, transparency, accountability and communication in the planning and decision making processes around IT investments and priorities;
c) Identify, understand and mitigate IT security and risks; and
d) Establish consistent and comprehensive monitoring, reporting and tracking of IT investments.

C. Policy Statements

1. The IT Decision Framework is comprised of 4 key areas/components:

   a) Executive Team approves the annual IT portfolio and funding plan as part of the annual budget cycle;
b) The Vice President, Corporate Services with the Chief Technology Officer coordinates the IT Governance framework;
c) The IT Governance and Priorities Committee (ITGPC) consolidates and balances the IT portfolio, ensuring its alignment with College priorities and strategies and makes recommendations on the IT portfolio to the Vice President, Corporate Services; and
d) The following Working Groups support the ITGPC with input and advice

   **Enterprise Systems Working Group**: comprised of the major users of the College’s business and student enterprise systems

   **Teaching and Learning Technologies Working Group**: comprised of representatives of the major users of the College’s teaching and learning IT infrastructure solutions and services

   **Research Technologies Working Group**: comprised of representatives of the College’s research and innovation area with respect to IT infrastructure solutions and services it uses
POLICY GROUP: NC200 – Information Technology

POLICY TITLE: IT Governance

2. The ITGPC shall establish priorities, procedures and reports related to all IT related activities occurring throughout the college that meet any of the following criteria:
   a) Campus-wide IT policies and network and hardware standards
   b) Selection, prioritization and implementation of any services or hardware that have an IT component or require the use of IT resources based upon the following criteria:
      i. Cost: Greater than $10,000.
      ii. Time: Greater than 10 days (80 hours) of ITS effort
      iii. Degree of impact: Greater than 70% of students or employees
      iv. Scope/Complexity: Three or more college departments involved

3. Projects with an IT component that do not meet any of the criteria above must be submitted via the ITS Help Desk system as a request for service or support.

4. IT purchases below $10,000 may be reviewed by ITS as part of the procurement process.

5. Conflicts between the provisions of the policy or IT requirement shall be presented to the Vice President, Corporate Services for resolution.

6. Requests for exemption or exceptions to the provisions of this policy shall be submitted formally in writing to the Vice President, Corporate Services for consideration.

D. Related Documents

- NC200 Committee: IT Governance and Priorities
- NC200 Working Group: Enterprise Systems
- NC200 Working Group: Teaching and Learning Technologies
- NC200 Working Group: Research Technologies (under development)