



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

IT GOVERNANCE FRAMEWORK

JULY 2017



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Document Summary

Purpose

This document defines Information Technology Governance (IT Governance) at The University of Queensland (UQ). It describes the structures, processes and mandates required to support IT governance. The frameworks and procedures that support this document can be found in the [IT Governance Document Library](#).

Intended Audience

- University Senior Management Group
- Strategic Information Technology Council (Previously Strategic Information Management Committee)
- Information Technology Governance Committee
- University-wide IT Community

Reviewers

- ITS Senior Management Group
- UQ Librarian
- Director, Research Computing Centre

Approvers

- Mr. Rob Moffatt, AM, Chief Information Officer

Revision History

Version	Date	Author	Changes
V 0.1	01/05/2017	Sasanka Abeysooriya	First Draft
V0.11	10/07/2017	Paul Sheeran & Sasanka Abeysooriya	Second Draft
V0.12	21/07/2017	Paul Sheeran & Sasanka Abeysooriya	Final incorporating changes from ITS SMG, UQ Librarian and Director RCC
V1.0	28/07/2017	Paul Sheeran & Sasanka Abeysooriya	Final version endorsed by SITC (formerly SIMC)
V1.01	04/10/2017	Mark Richardson	Minor wording changes and alterations.
V1.02	16/01/2018	Mark Richardson	Minor formatting changes
V1.03	14/02/2018	Mark Richardson	Added Terms of Reference for ITSM Committee
V1.04	26/04/2018	Mark Richardson	Updated SITC Terms of Reference
V1.05	3/04/2019	Paul Sheeran & Mark Richardson	Minor edits to reflect changes since last version

1. IT Governance

Information Technology is a critical enabler of the University's current and future success. Established in November 2016, the role of the Chief Information Officer is to ensure that the University's IT environment is fit for purpose and designed for agility and efficiency.

IT governance will support the evolution of University-wide IT planning, IT assurance and IT operations towards a model that best aligns the IT function to the University Strategy in an environment where planning, investment, and priority setting is transparent and coordinated. To achieve this, clear authorities, mandates and visibility of IT delivery University-wide will be required.

IT governance will continue to adapt to the changing strategic drivers that influence UQ objectives responding to changes in the business and regulatory environment, and the development of new technologies.

2. Objective

IT governance at UQ is designed to support the University in achieving its objectives. It must support agility and enable staff to explore opportunities that create value and improve UQ's competitive advantage. IT governance at UQ will be lightweight and adaptable, evolving with the Institution to deliver the following objectives:

- Provide IT architectural guidelines and principles that underpin the development of IT capabilities at UQ.
- Align Information Technology with UQ's strategy and support the advancement of organisational priorities.
- Enhance and communicate the performance of Information Technology.
- Maximise the value of Information Technology resources to provide stakeholder value.
- Ensure compliance and Information Technology Risk is identified and mitigated appropriately.

To ensure the IT environment is fit for purpose, and designed for agility and efficiency, the IT Governance Framework will be managed by an Information Technology Governance Committee (ITGC) chaired by the Chief Information Officer (CIO).

3. Principles

IT governance at UQ is based on a number of key principles.



Balance of Needs

IT governance aims to provide mechanisms to balance short-term local needs with the long-term needs of the whole institution.



Federated and Integrated

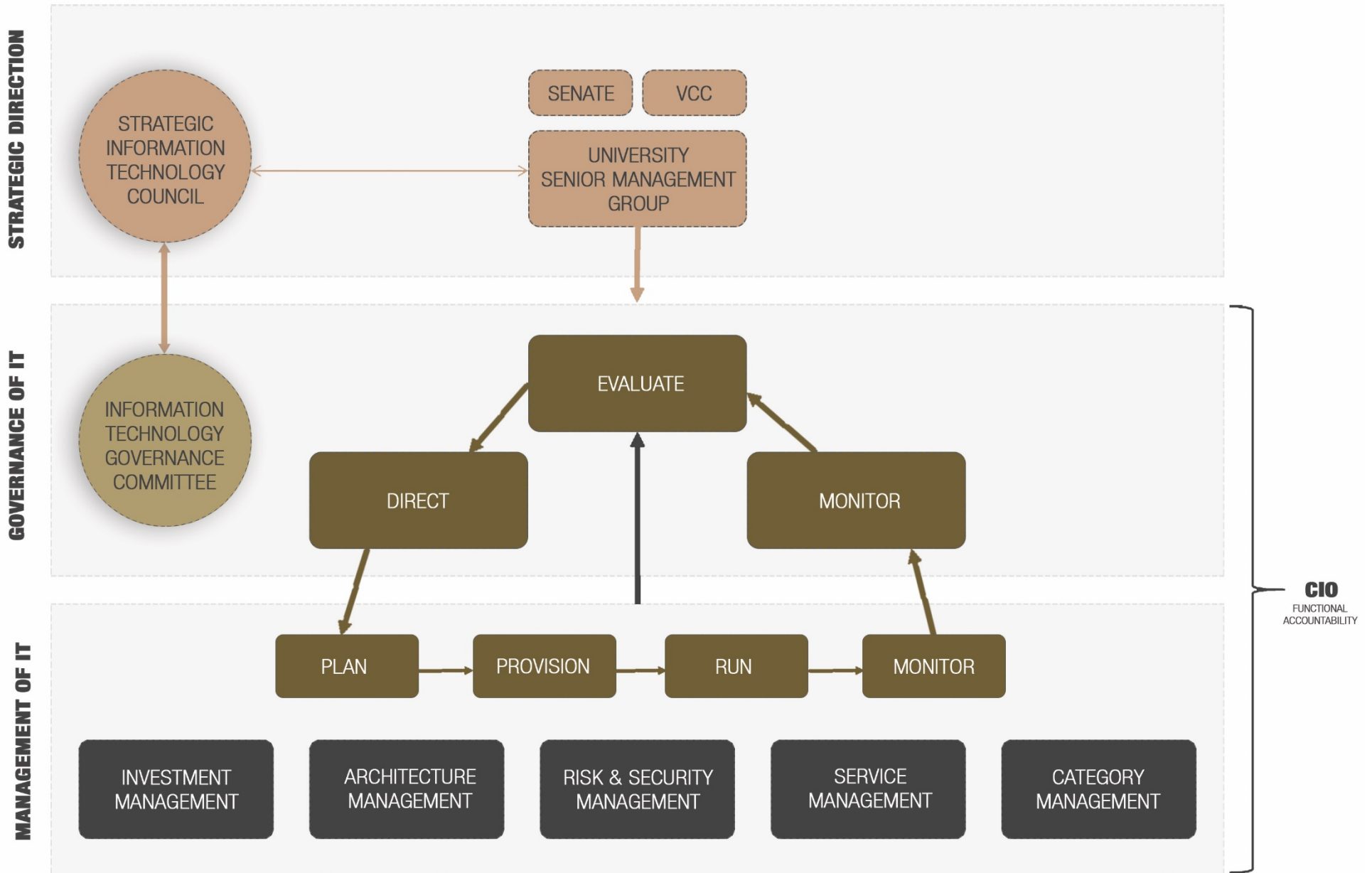
UQ IT services are delivered under a partly federated model. This model makes effective use of the Information Technology Services Division for the provision of services and technology of both scale and ubiquity to provide an IT environment that meets the needs of the UQ community.



University Driven IT Investments

IT investments are prioritised and selected based on the institutional benefit.

4. Governance and Management Areas





5. Governance of IT

Governance ensures that stakeholder needs, conditions, and options are evaluated to determine the enterprise IT objectives to be achieved. It creates direction through prioritisation, decision-making, and monitoring performance and compliance against the agreed direction and objectives. IT governance is influenced and supported by the Strategic Information Technology Council (SITC) and the Information Technology Governance Committee (ITGC).

5.1 Strategic Information Technology Council

The Strategic Information Technology Council (SITC) replaces the former Strategic Information Management Committee (SIMC) with a mandate to provide University-wide recommendations and direction on IT strategy. The SITC is a critical nexus between Information Technology and the core operations of the University. Appendix B contains the Terms of Reference for the SITC.

5.2 Information Technology Governance Committee

The scope and purpose of the Information Technology Governance Committee (ITGC) is to ensure IT objectives and delivery are in line with the University's strategic direction and to ensure that agreed stakeholder needs are met by governing benefit realisation, risk optimisation and resources optimisation. Appendix B contains the Terms of Reference for the ITGC.

5.3 Governance Priorities

The ITGC aims to achieve the following objectives:

5.3.1 Strategic Alignment

Strategic alignment involves aligning the IT function with University strategy to meet defined university goals and objectives.

5.1.2 Risk Management

Risk management involves examining risks and security objectives across the institution and implementing measures that reduce the University's risk profile. Compliance with government guidelines, legislation, procurement practices is also monitored.

5.1.3 Value Delivery

Value delivery ensures economic and other benefits are realised in all IT investments, from project selection to implementation to ongoing management throughout the life cycle.

5.1.4 Performance Measurement

Performance measurement includes determining and establishing performance measures that define the success of IT projects and services. Measurement of alignment with University strategy, funding allocation and project results are also considered.

5.1.5 Resource Management

Resource management includes optimising IT resource capacity and performance while forecasting future needs, including the appropriate IT staffing profile.

5.4 Governance Enablers

ITGC will deliver on the Governance Priorities through effective management of the Information Technology Function. Frameworks, management committees and effective communications to the communities that deliver and use Information Technology are utilised to monitor, evaluate and improve the IT Function performance.

5.4.1 Frameworks

Frameworks are policies, standards and guidance that create a consistent approach to managing each of the IT Management Functions and include:

- IT Architecture Framework
- Information Management Framework
- Cyber Security Framework
- Project Management Framework
- Category Management Framework
- IT Contract and Vendor Management Framework
- Change Management Framework
- Incident Management Framework

Management Committees are the collaborative decision-making power that provides assurance over a subset of the IT Management Function. Management Committees also provide appropriate prioritisation and direction to ensure the IT Management Function is meeting the needs of stakeholders. Current Management Committees include:

- Project Advisory Board (PAB)
- Change Advisory Board (CAB)
- Information Security Group (ISG)
- IT Asset Management Committee (ITAM)

- IT Service Management
- Enterprise Support Systems Portfolio Planning Group

A number of communities support UQ in delivering on the Functions of Information Technology, following the direction of management in delivering value for the UQ community. These communities communicate and share information and include:

- Information Technology Relationship Officers
- Information Technology Leaders Forum
- The IT Sub-Category Managers



Management of IT

6. Management Functions of IT

Management plans, provisions, runs and monitors activities in alignment with the direction set by the Chief Information Officer to achieve UQ enterprise objectives.

The management functions of IT at UQ can be categorised into five functions in accordance with the University needs and priorities (described below). Management regularly report on these activities to the appropriate governance body.

6.1 Investment Management

The focus of Investment Management is to:

- Ensure that IT investments are prioritised to deliver on the University's strategic objectives, and are based on sound business decision-making investment principles.
- Ensure intended benefits are derived from investments undertaken.

Investment Management as a whole consists of the following disciplines:

- Financial Management
- Pipeline Management
- Resource Management
- Benefits Realisation

The CIO has tasked the Project Advisory Board (PAB) to oversee the responsible allocation of investment for IT Programs and Projects under the ICT investment plan. Appendix C contains the Terms of Reference for the Project Advisory Board.

6.2 Architecture Management

The focus of Architecture Management is to:

- Work towards a mature practice where Enterprise Architecture (EA) is an enabler of efficient and effective IT capability development and service delivery
- Build roadmaps and mechanisms that lead to the desired future state
- Ensure alignment of IT to the institutional strategy

Architecture Management as a whole consists of the following disciplines:

- Business Architecture
- Data Architecture
- Application Architecture
- Technology Architecture
- Security Architecture

IT Architecture is a new capability being implemented at UQ. The ITGC will oversee the function of Architecture Management.

6.3 Risk and Security Management

The focus of Risk and Security Management is to:

- Enable world-class information technology services whilst protecting the University from increasingly aggressive and sophisticated cyber threats.
- Align information security with the objectives of the University, providing visibility of key risks and issues to enable ownership by the governing bodies of the University
- Manage the risk of uncertainty in delivering objectives through appropriate identification and mitigation of risks

Risk and Security Management as a whole consists of the following disciplines:

- Data Classification
- Application Security
- Infrastructure Security
- Business Continuity Planning
- Disaster Recovery Planning
- Project Risk Management
- Enterprise Risk Management

The CIO has tasked the Information Security Group (ISG) to oversee this function, with regular updates to the ITGC.

6.4 Service Management

The focus of Service Management is to:

- Align the delivery of IT services with needs of the University, underlining benefits to customers
- Monitor the effectiveness of end-to-end services
- Improve quality and reliability of IT services offered

Service Management consists of the following disciplines:

- Service Support
 - Change Management
 - Problem Management
 - Incident Management
 - Availability Management
 - Release Management
 - Configuration Management
 - Capacity Management
- Service Delivery
 - Service Level Management
 - Financial Management for IT Services
 - IT Service Continuity Management

The IT Service Management Committee will monitor the functions of service delivery reporting regularly to ITGC. The Change Advisory Board (CAB) will oversee the service support discipline of Service Management.

6.5 Category Management

The focus of IT Category Management is to:

- Provide a strategic IT purchasing and procurement approach that supports the IT Strategic Plan, drives value for UQ and responds to the UQ community's expectations.
- Develop an IT purchasing and procurement framework for use consistently across UQ.
- Establish supply arrangements for commonly purchased items that leverage UQ's collective buying power.
- Advise purchasers in relation to meeting custom requirements and provide assistance in preparing and publishing tenders for significant procurements.
- Maintain the purchasing and procurement lifecycle for IT products and services.
- Identify, manage and strengthen vendor relationships to support effective contract management and benefits realisation, and to identify future opportunities.

IT Category Management consists of the following disciplines:

- Procurement Analysis
- Procurement Planning
- Tender Management
- Vendor Management
- Asset Management

- Contract Management

IT Category Management is a new capability being developed at UQ; the ITGC will oversee the function of IT Category Management with the IT Asset Management Advisory Group (reporting to ITGC) continuing to oversee software compliance and asset management.

Appendix A - Glossary of Terms

In this document, the following definitions apply:

Acronyms	
UQ	The University of Queensland
IT	Information Technology
ITS	UQ's Information Technology Services Division
COO	Chief Operating Officer
CIO	Chief Information Officer
VCC	Vice Chancellors Committee
DVCA	Deputy Vice Chancellor Academic
USMG	University Senior Management Group
SITC	Strategic Information Technology Council
SIMC	Strategic Information Management Committee
ITGC	Information Technology Governance Committee
SMG	ITS Senior Management Group
PAB	Project Advisory Board
CAB	Change Advisory Board
VCMG	Virtual Change Management Group
ISG	Information Security Group
EA	Enterprise Architecture
ITSM	Information Technology Service Management Committee
ITAM	Information Technology Asset Management Committee
RCC	Research Computing Centre
AIBN	Australian Institute for Bioengineering and Nanotechnology
QBI	Queensland Brain Institute
IMB	Institute for Molecular Bioscience
CAI	Centre for Advanced Imaging
EAIT	The Faculty of Engineering, Architecture and Information Technology
AusCERT	Australian Cyber Emergency Response Team

Definitions	
Governance	Governance ensures that stakeholder needs, conditions and options are evaluated to determine balanced, agreed-on enterprise objectives to be achieved; setting direction through prioritisation and decision making; and monitoring performance and compliance against agreed-on direction and objectives.
Management	Management focusses on planning, provisioning, running, and monitoring activities to align with and support the governance objectives
Enterprise Architecture	An enterprise architecture (EA) is a conceptual blueprint that defines the structure and operation of an organization. The intent of an enterprise architecture is to determine how an organization can most effectively achieve its current and future objectives.
Identity Management	Identity management is a broad administrative area that deals with identifying individuals in a system and controlling their access to resources within that system by associating user rights and restrictions with the established identity.
Change Management	The objective of change management is to ensure that standardised methods and procedures are used for efficient and prompt handling of all changes to control IT services, in order to minimise the number and impact of any related incidents upon service.
Problem Management	The primary objectives of problem management are to prevent problems and resulting incidents from happening, to eliminate recurring incidents, and to minimize the impact of incidents that cannot be prevented.
Incident Management	Incident management process is to restore a normal service operation as quickly as possible and to minimise the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.
Release Management	Release and Deployment Management aims to plan, schedule and control the movement of releases to test and live environments.
Availability Management	Availability Management aims to define, analyse, plan, measure and improve all aspects of the availability of IT services.
Configuration Management	The process that tracks all of the individual Configuration Items in an IT system which may be as simple as a single server, or as complex as the entire IT department.
Capacity Management	Capacity management ensures that IT resources are right-sized to meet current and future business requirements in a cost-effective manner.

Appendix B – Governance Committee Terms of Reference

Strategic Information Technology Council

The Strategic Information Technology Council (SITC) provides guidance and governance of the provision and direction of University-wide Information Technology IT strategy. The SITC is a critical nexus between Information Technology and the core operations of the University.

Mandate

- Placing Information Technology as an enabler aligned to supporting the University's key objectives
- Ensuring appropriate management and governance structures are in place for the information technology function
- Verifying UQ's risk position is in line with the Universities risk appetite
- Matching Information Technology performance with University expectations
- Review of a university-wide IT strategies and roadmaps
- Endorsing and advocating Information Technology change to the University executive and throughout the Institution

Scope

- IT Functions at UQ

Membership

	Position
1.	Chief Operations Officer - Chair
2.	Deputy Vice-Chancellor (Academic)
3.	Director of Governance and Risk
4.	An Executive Dean
5.	An Institute Director
6.	University Librarian
7.	Chief Information Officer
8.	Director, Business Intelligence
9.	Pro-Vice-Chancellor, Research Infrastructure
10.	ITS Associate Director, IT Governance – Secretary

Terms and Processes

- Reports to USMG
- Meets twice per year.
- Attendance is defined as in-person, by phone, by video call
- No sub-delegation
- Members must be in attendance to vote

Quorum

- 75% of filled voting positions, in attendance

Information Technology Governance Committee

The scope and purpose of the Information Technology Governance Committee (ITGC) is to ensure IT objectives are in line with the Universities' strategic direction and to ensure that the stakeholders' needs are met by governing benefit realisation, risk optimisation and resources optimisation.

Mandate

- Supports the achievement level of the University goals by directing IT managements priorities and performance,
- Determines the prioritisation of resources and investment in information technology increasing the proportion of investment in 'transformational IT' by reducing the resources used in 'running IT',
- Monitors the IT project portfolio and key programs underway,
- Provides a consistent framework across all UQ's IT projects to ensure that project outcomes are aligned to organisational strategy and the project has appropriate oversight.
- Monitors the realisation of intended benefits of initiatives that include or effect information technology
- Monitors the effectiveness of information technology processes and services, and directing management to continuously improve
- Develops and recommends the IT Strategies to SITC, and ITGC manages the roadmap and programs that support the effective delivery of the IT Strategy
- Approves the initiatives, architectures, standards, policies and other mechanisms that govern the IT function throughout the University
- Assesses risk and compliance of UQ's information management practices and provides direction for Information Stewards.

Scope

- IT function at UQ

Membership

Position	
1.	Chief Information Officer - Chair
2.	University Librarian
3.	Director, Research Computing Centre
4.	A Faculty Executive Manager
5.	A Deputy Director (Strategic)
6.	ITS Associate Director, IT Governance
7.	ITS Strategy, Policy and Assurance Officer – Secretary

Terms and Processes

- Reports to SITC
- Meets every six weeks
- Attendance is defined as in-person, by phone, by video call
- Members may delegate attendance to an equivalent peer (e.g. FEM from alternate Faculty)
- Members must be in attendance to vote

Quorum

- 50% of filled voting positions, in attendance

Appendix C – Management Committees Terms of Reference

IT Project Approval Board

The IT Project Approval Board (PAB) is responsible for the portfolio of IT programs and projects including all IT initiatives within the University community. The primary function of PAB is to review, approve, prioritise and rejects new project proposals. An important aspect of the advisory board is its authority to redirect the project if the team is not addressing technical, programmatic, or business issues.

Mandate

- Approve, prioritise, reject, and escalate ITS project requests
- Ensure all ITS project are appropriately governed and managed
- Provide a portfolio view of IT projects
- Re-evaluate current projects if not meeting its original intent (i.e. scope, timeline and cost)
- Consolidate lessons learned from projects (including analysis of Post Implementation Reviews)
- Input into the enhancement of the Project Management Framework (PMF), approved by the ITGC.

Scope

- IT projects within the University community
- IT Function at UQ (Framework)

Membership

	Position
1.	Chief Information Officer - Chair
2.	Associate Director, IT Governance
3.	Deputy Director, Infrastructure Operations
4.	Deputy Director, Applications Delivery and Support
5.	Associate Director, Customer Support Services
6.	Portfolio Manager – Secretary

Terms and Processes

- Reports to ITGC
- Meets weekly
- Attendance is defined as in-person, by phone, by video call
- Members must be in attendance to vote

Quorum

- 60% of filled voting positions, in attendance

Change Advisory Board

The CAB is an advisory body reviewing proposed changes, assessing risks and ensuring adequate communications are undertaken for the proposed change, before advising on CIO's behalf to proceed or amend a Significant change request.

Mandate

Objectives

CAB is responsible for providing guidance and advising on all IT changes as required.

- Reviewing Significant change requests
- Reviewing Emergency changes and providing feedback to the service support teams
- Review changes post implementation, if the change did not complete as approved by the CAB
- Review Significant changes post implementation,
- Compile quarterly reports tracking change outcomes including success/failure rates and Emergency changes
- Provide guidance to requestors on Pre-approved changes

Responsibilities

- Review risk and impact assessment of a change to the Business
- Confirm resource requirements for the change
- Ensure the change implementation plan is adequate
- Confirm a thorough change communication is undertaken with the right stakeholders and at the right level
- Review impact on other services and/or infrastructure due to the change
- Ensure a business approval has been received
- Ensure proposed scheduled times are appropriate
- Make recommendations to reduce risks and/or improve success likelihood
- Ask probing questions to fully understand the scope and impact of a change

Scope

- All significant changes to IT services at UQ

Membership

Position
1. Senior Manager, Infrastructure and Identity - Chair
2. Manager, Infrastructure Services
3. Manager, Networks and Data Centres
4. Manager, Applications Administration
5. Senior Manager, Enterprise Applications
6. Technical Specialist, Database Management
7. Relationship Manager
8. Manager, Service Desk
9. Associate Director, Library Technology Services
10. Security Architect
11. Senior IT Manager, IMB
12. Manager, Research Infrastructure

Note: Subject Matter Experts (SME) may be called upon to provide advice on particular change requests

Terms and Processes

- Reports to ITGC
- Meets weekly
- Attendance is defined as in-person, by phone, by video call
- Members must be in attendance to vote
- A Virtual Change Management Group (VCMG) operates 'online' to review Standard changes

Quorum

- 75% of filled voting positions, in attendance

Information Security Group

The Information Security Group (ISG) will be a forum to discuss security issues and concerns at the University of Queensland from the viewpoint of IT practitioners. It will assist the Security Architect and CIO to deliver the IT Security Strategy whilst maintaining alignment with general IT operations and priorities.

Mandate

- Raise operational security matters and concerns for discussion
- Review elements of the UQ information security management framework as they are created and updated
- Build members information security knowledge, and disseminate this to the wider UQ community
- Promote best-practise information security practices within their circles of influence
- Provide subject matter expertise as required to bear on information security issues
- Act as a clearing house for issues arising from operational information security difference of opinions, ownership and provide general clarifications as required.

Scope

IT Function at UQ

Membership

Organisational Unit	
1.	ITS IT Governance
2.	UQ Security Operations Centre/AusCERT
3.	ITS Networks and Data Centres
4.	ITS Customer Support Services
5.	ITS Applications Development and Support
6.	ITS Application Administration
7.	ITS Enterprise Applications
8.	ITS Infrastructure Services
9.	ITS Identity Management
10.	EAIT IT
11.	ITS Relationship Management
12.	IMB IT
13.	Library IT

Terms and Processes

- Reports to ITGC
- Meets monthly
- Attendance is defined as in-person, by phone, by video call
- Members must be in attendance to vote

Quorum

- 75% of filled voting positions, in attendance

Information Technology Asset Management

The IT Asset Management Committee (ITAM) is responsible for ensuring the University effectively manages IT assets both hardware and software.

The ITAM committee will oversee the continual improvement of the management practices surrounding Software Asset Management (SAM) and Hardware Asset Management (HAM) at UQ. The ITAM committee will approve recommendations to be submitted to Information Technology Governance Committee (ITGC) for endorsement. Any matters that require urgent resolution or approval may be referred to the CIO.

Mandate

The ITAM Committee objectives are to:

- Ensure that UQ's software usage complies with vendor terms and conditions
- Ensure that UQ's software assets are efficiently managed and utilised throughout their lifecycle.
- Ensure UQ's IT desktop hardware assets are effectively managed and utilised throughout their lifecycle.
- Approve changes to UQ's standard software and hardware catalogues.
- Develop and maintain standardised and effective SAM and HAM procedures, processes and tools, and provide appropriate assurance of effective implementation.
- Ensure appropriate stakeholder engagement.
- Identify and implement strategic initiatives relating to software compliance and IT asset management.
- Monitor and report on ITAM activity and performance.

The ITAM Committee will recommend procedures and initiatives that support these objectives to ITGC for endorsement.

The ITAM Committee will be focused on overall ITAM governance and will constitute and oversee:

- a SAM Stakeholder Reference Group that investigates, discusses and reviews issues and activities relating to software lifecycle and asset management within UQ; and
- a HAM Stakeholder Reference Group that investigates, discusses and reviews issues and activities relating to hardware lifecycle management within UQ and external vendor management.

These stakeholder reference groups will provide a forum in which open stakeholder consultation can take place and procedural changes and improvement initiatives can be developed and progressed for endorsement by the ITAM Committee.

Additional Reference Groups for enterprise systems and applications are recommended.

Scope

The ITAM scope covers all IT assets. The current priority focus is the desktop environment, which includes hardware and software reference groups.

Membership

ITAM Membership

Position	
1.	Sub-category Manager for Software Licensing - Chair
2.	Manager, ITS Service Automation – Deputy Chair
3.	Category Manager (ICT)
4.	Library Representative
5.	CAI Representative
6.	Institutes Representative
7.	ITS Relationship Manager
8.	ITS Manager, Service Delivery
9.	2 x School Managers from ITS supported Faculties
10.	Secretary (ITS staff member) – Non-voting position

Stakeholder Reference Groups

A representative of each of the following business units / teams is expected to attend each stakeholder reference group. Different representatives may attend each reference group depending on their subject matter knowledge. Other interested stakeholders are welcome to attend stakeholder reference groups upon notice to the Chair.

Position	
1.	Sub-category Manager for Software Licensing – SAM Chair
2.	Manager, ITS Service Automation – HAM Chair
3.	ITS Enterprise Licensing Representative (SAM)
4.	Library IT Representative
5.	CAI IT Representative
6.	IMB IT Representative
7.	AIBN IT Representative
8.	QBI IT Representative
9.	ITS Relationship Manager
10.	ITS Service Delivery Representatives
11.	ITS Customer Representatives

Terms and Processes

ITAM Committee

- Chaired by Sub-category Manager for Software Licensing
- Reports to ITGC

- Meets every two months
- Attendance is defined as in-person, by phone or using internet technology and cannot be delegated
- Members must be in attendance to vote
- Proposals for approval must be documented and submitted to the Chair in the week prior to the scheduled meeting
- Reports and recommendations are forwarded to the ITGC for endorsement as appropriate
- Secretarial support is provided by ITS

SAM Stakeholder Reference Group

- Chaired by Sub-category Manager for Software Licensing
- Reports to ITAM prior to each ITAM meeting
- Meets monthly
- Attendance is defined as in-person, by phone or using internet technology
- Delegation to attend requires notification to the chair
- Open forum for discussion of SAM related issues
- Working group to progress SAM issue resolution and initiatives referred by the ITAM Committee
- Agenda items to be submitted to the Chair in the week prior to the monthly meeting

HAM Stakeholder Reference Group

- Chaired by Manager, ITS Service Automation
- Reports to ITAM prior to each ITAM meeting
- Meets monthly
- Attendance is defined as in-person, by phone or using internet technology
- Delegation to attend requires notification to the chair
- Open forum for discussion of HAM related issues

- Working group to progress HAM issue resolution and initiatives referred by the ITAM Committee
- Agenda items to be submitted to the Chair in the week prior to the monthly meeting

Quorum

An ITAM Committee meeting has quorum when 8 of the eligible voting members are present. Stakeholder Reference Groups do not require a quorum.

Enterprise Support Systems Portfolio Planning Group

The EntSS Portfolio Planning Group is a group to surface the work in the portfolio and plans what work should be completed, and in what order, for the next period.

Mandate

In EntSS Portfolio Planning, the team representatives and Product Owners agree on a prioritised and allocated set of product backlog items that can be delivered based on the capacity of the squads. This agreement will feed into the Sprint Planning meetings of each squad.

Scope

ITS Enterprise Systems Priorities

Membership

Position	
1.	Senior Manager, Enterprise Applications – Chair (or delegate)
2.	Enterprise Support Systems Manager
3.	Enterprise Support Systems Manager representative(s)
4.	Finance Technical Authority
5.	Student Technical Authority
6.	Manager, Enterprise Production Support (or delegate)
7.	Product Owners (x4 or as necessary)
8.	Other key stakeholders who may generate demand for the teams and can constructively add to the prioritisation discussion - for example representatives from the major business units or even the COO or DVCA.

Terms and Processes

- Reports to ITGC
- Meets every 12 Weeks
- Attendance is defined as in-person, by phone, by video call
- Members must be in attendance to vote

Quorum

- 75% of filled voting positions, in attendance

Information Technology Service Management Committee

The Information Technology Service Management Committee will monitor IT service delivery at The University of Queensland and provide regular reporting to the IT Governance Committee (ITGC).

Mandate

In particular, its objectives are to ensure that:

- The UQ Community is aware of IT services and their value contribution through success indicators
- Delivery of IT services and resulting service levels are applied consistently across UQ and meet quality and efficiency levels.
- Continual identification, monitoring and review of the levels of IT services specified in the Service Level Agreements (SLAs) and IT Reporting Framework.
- Assess IT service continuity plans with both proactive and reactive measures to recover and continue operations after incidents occur.
- Changes to the IT environment are planned and executed using documented change management processes
- Recommendations are made to the IT Governance Committee that support improved IT service efficiency and effectiveness.

Scope

IT function at UQ.

Membership

	Position
1.	ITS Associate Director, Customer Support Services
2.	ITS Relationship Management Representative (Deputy Chair)
3.	ITS Manager, Service Desk
4.	ITS Reporting Analyst
5.	FBS Manager, Client Support Services (FBS)
6.	Library Service Delivery Representative
7.	Research Service Delivery Representative
8.	Student Centre Representative

Terms and Processes

- Reports to the ITGC.
- Meets bi-monthly
- Attendance is defined as in-person, by phone, by video call
- Members must be in attendance to vote
- Delegation is allowed by a peer representative

Quorum

- 75% of filled voting positions, in attendance

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