

Process Overview:

In 2009, recognizing the increasingly vital role that information technology plays in the achievement of the University's strategic and tactical goals, President Nellis created the Advisory Group for Information Technology (AGIT). It is the responsibility of this group to oversee, facilitate and coordinate institutional discussions and communication that relate to academic and administrative information technology and to be a value-added partner to UI units while providing advice and guidance, ensuring that information technology is aligned with the institution's mission and vision.

As of August 2012, AGIT will conduct a documented, repeatable process in the evaluation of all information technology projects being requested for UI. While covered in more detail in the following sections, the process can be summarized as follows:

1. As a UI unit identifies a need for which a technology solution might be applicable or where a technology-related policy is required, the unit contacts AGIT.
2. AGIT will assign representation to work with the UI unit in developing a proposal.
3. Using a transparent process with documented criteria, AGIT will, depending on the scope of the proposal:
 - a. Approve or deny proceeding with the proposal.
 - b. Report on the project proposal to the group made up of Provost Baker, VP Smith, VP Murray, VP McIver, and Executive Director Ickes.
 - i. This group will take action on the proposal as deemed appropriate (accept, deny or refer back to AGIT) and will communicate results to AGIT.
4. AGIT will document and clearly communicate the decision to the proposers and facilitate, as needed, work with General Counsel, Purchasing Services and ITS to finalize purchase and implementation details.

More information on AGIT can be found on the AGIT website at www.uidaho.edu/AGIT. Any questions concerning AGIT can be directed to Steve Neiheisel, AGIT Chair or Daniel Ewart, UI Chief Information Officer.

Process Benefits:

There are a number of benefits to having a university-wide review of technology projects:

1. Reduces the probability of security and/or compliance problems
2. Maintains control, organization and knowledge of university data
3. Maximizes utilization of existing technology experts by avoiding duplicative solutions to similar problems
4. Improves integration between UI systems, providing a better experience for faculty, staff, students and others
5. Improves prioritization of UI technology work and the use of ITS and other technology resources towards the fulfillment of the UI Strategic Plan

6. Improves vendor management and contract terms as well as ensuring utilization of state and consortium pricing
7. Creates institutional financial savings through the utilization of economies of scale, better understanding of the total cost of ownership for technology and a reduction in the number of failed technology projects
8. Provides ability to view and budget for UI's technology and technology support spending

A typical concern with these types of central review structures is that they will slow projects down and not allow the necessary agility in meeting the ever-changing technology needs of a land grant, research university. On the contrary, a thorough review and prioritization process will allow a project to receive the university's support and resources while ensuring the complexities of the technical, compliance and resource realities are addressed up front, minimizing unnecessary implementation delays.

Definitions:

Executive Leadership: information and recommendations for projects on which AGIT feels a higher level decision is required will be forwarded to a group consisting of:

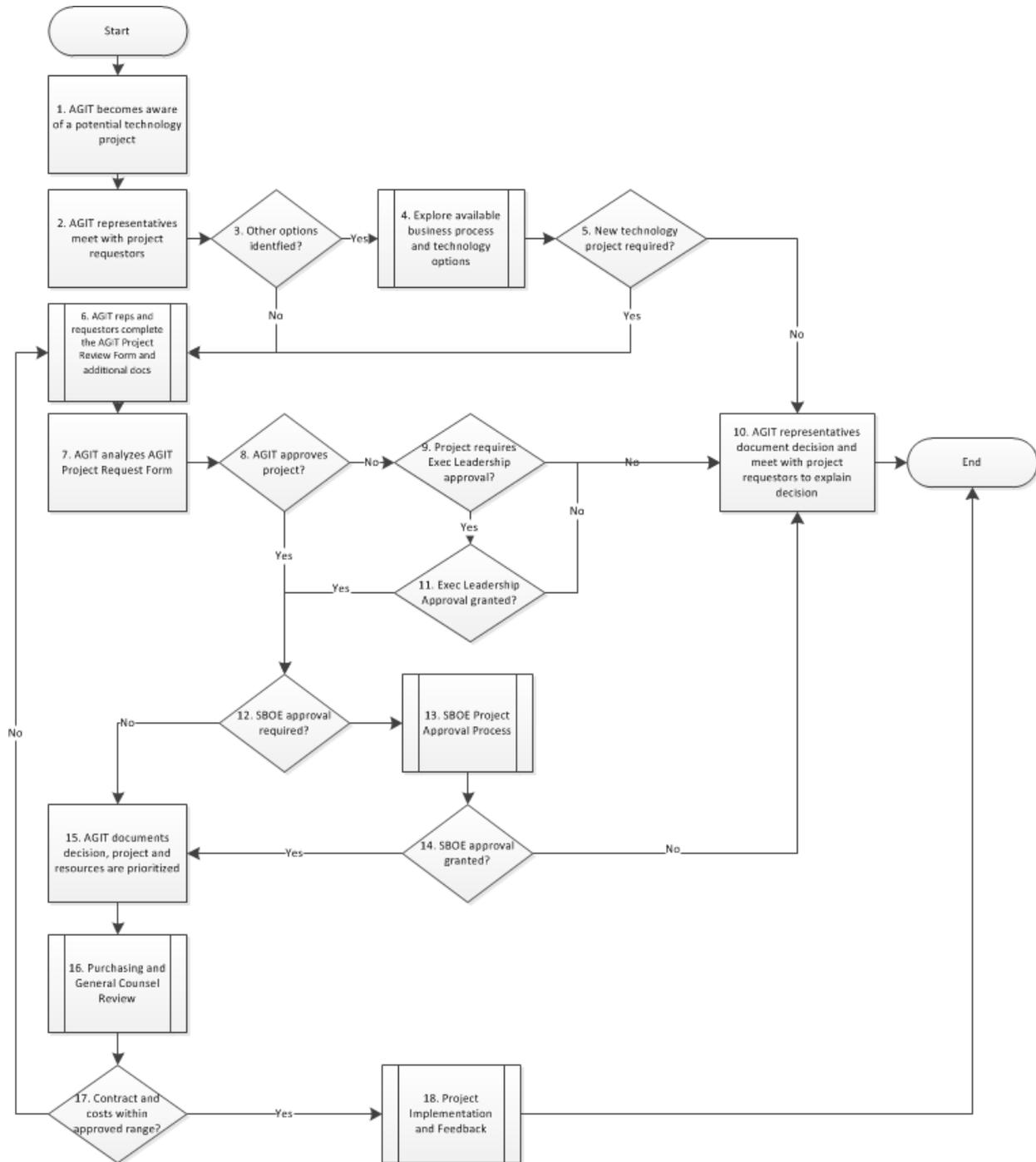
- Provost
- VP Division of Administration and Finance
- VP Research
- VP Advancement
- Executive Director, Budget Office

Project: a temporary endeavor undertaken to create a unique product, service or result. Characteristics of a project include:

- Defined beginning and end dates
- The scope of the project is defined and agreed to by executive sponsor, project manager, and stakeholders
- The product of a project is unique
- There is a single accountable entity

Scope: The work that needs to be accomplished to deliver a product, service, or result with the specified features and functions that meets the desired outcomes for the project

Process Diagram:



Process Details:

1. **AGIT becomes aware of a potential technology project:** through its own membership, the utilization of institutional relationships or through the submission of an AGIT Project Review Form, AGIT will be made aware of potential technology projects. As AGIT matures and shows its value, the desire is for AGIT to be brought in at the problem identification stage rather than when technology choices have already been made.
 - a. When a member of AGIT receives a request, an email is sent to the agit@uidaho.edu email list.
 - b. An AGIT member will volunteer (preferable) or be assigned (as necessary) to own the project
 - c. The UI CIO will ensure that the project is added to the AGIT website
 - d. The project request will be reviewed at the next AGIT meeting
2. **AGIT representatives meet with project requestors:** AGIT owner and other personnel as necessary will meet with the project requestor (and sponsor, if possible) to understand the project, the difficulties that need to be overcome and the desired outcomes of the project.
3. **Other options identified?:** The focus of the discussions in (2) should be if available options (either process changes or the utilization of existing technology) could achieve the desired outcomes without the implementation of new technology. If the discussions offer options, these options should be explored before new technology is investigated. If there do not seem to be viable options, then the project should continue.
4. **Explore available business process and technology options:** AGIT representatives will assist with the exploration of existing technology options. The resources of the requesting department and/or other UI resources may be brought to bear to explore business process changes.
5. **New technology project required?:** if the exploration of other options concludes without a solution that meets the desired outcomes, the AGIT process should continue. If no new technology is required, the process can move to the wrap-up stage.
6. **AGIT reps and requestors complete the AGIT Project Review Form and additional docs:** now that it has been determined that new technology may be required in order to meet the desired outcomes, AGIT will assign representation from ITS and from other appropriate departments to work with the project requestor to complete the AGIT Project Review Form and other associated documentation, including but not limited to the Five Year Total Cost of Ownership Form. ITS representatives will be trained in leading the completion of required documentation. Examples of these documents are available on the AGIT website. Based on resource availability, the target completion date for this step should be 2-4 weeks.
7. **AGIT Analyzes AGIT Project Request Form:** completed documentation will be submitted to the AGIT committee for review. The review will not commence until all appropriate documentation is complete.
8. **AGIT Approves project?:** based on a thorough review on a number of criteria (see Appendix 1), AGIT will decide whether to approve the project, deny the project, or forward a recommendation to the Executive Leadership for them to decide the future of the project. All

efforts will be made to have AGIT make the decision but certain projects, based on scale or timeframe, may require executive input. Decisions of this nature cannot be purely mathematical, based on weights and measures, as there is variability in each project proposal.

9. **Project requires Exec Leadership Approval?:** if AGIT determines that the project should not go forward, no executive leadership input is required. If AGIT determines that a decision needs to be made by Executive Leadership, AGIT will forward all documentation plus a recommendation to Executive Leadership and will then meet with the group to make a decision.
10. **AGIT representatives document decision and meet with project requestors to explain decision:** the AGIT owner is responsible for documenting the decision and the reasoning behind it onto the AGIT Project Review Form and facilitating a meeting with the project sponsor and requestor to outline the decision and any next steps. The AGIT owner is also responsible for ensuring that the AGIT website is updated with a correct status and the decision.
11. **Exec Leadership approval granted?:** If AGIT cannot decide on a project, based on information and recommendations provided by AGIT, Executive Leadership will determine whether or not the project should go forward. In either case, Executive Leadership will provide AGIT with the decision and AGIT is responsible for documenting and communicating the decision.
12. **SBOE approval required? :** Current rules will be followed.
13. **SBOE Project Approval process:** As a separate process, the SBOE approval process is not documented here. AGIT will assist project sponsors in the approval process.
14. **SBOE Approval granted?:** If the SBOE does not approve the project, the decision will be documented by the AGIT owner and a wrap-up meeting will be held. If the SBOE does approve the project, the process moves to (15).
15. **AGIT documents decision, project and resources are prioritized:** Assuming approval to move forward, the AGIT project owner documents the decision and ensures that the resources necessary to complete the project are available and prioritized. This is primarily a process of ensuring that budget is still available and that department and ITS staff are aware that the project has been given a high priority.
16. **Purchasing and General Counsel Review:** The AGIT owner will assist (as necessary) the project sponsor and requestor to complete necessary processes with Purchasing and General Counsel. Sole source, Best Value RFP and other processes will be implemented by Purchasing. All contracts will be reviewed by Purchasing and, as necessary, by General Counsel.
17. **Contract and costs within approved range?:** This step is a cross-check to ensure that, after contract negotiations, project costs have remained within the boundaries of the approved proposal and that contract terms meet acceptable standards for technology projects. General Counsel, Purchasing and ITS all have knowledge of technology contracts and should review all proposals.
18. **Project Implementation and Feedback:** A process is being developed through which AGIT will be able to determine whether or not the outcomes were met and how the AGIT process can be improved to ensure successful outcomes. More on this process will be available on the AGIT website at a later date.

Appendix 1: Recommendation Criteria

When AGIT reviews a project proposal, the following criteria will be considered as recommendations are made. Decisions of this nature cannot be a purely mathematical decision based on weights and measures as there is variability in each process and in each project proposal. The criteria presented below represent the thorough nature of the information collected in order for AGIT, and by extension the institution, to make sound decisions on technology implementations.

Criteria	Potential Measures¹	Importance to Recommendation Process²
Institutional Priority	High, Medium, or Low	High
Institutional Impact	High, Medium, or Low	High
Unit Priority	High, Medium, or Low	Medium
Unit Impact	High, Medium, or Low	Medium
Supports Specific Element(s) of the UI Leading Idaho Strategic Plan	Yes or No	High
Data Security Risk – requires PII or SPI to be stored or transmitted outside of core ITS-supported data systems	High, Medium or Low	High
Regulatory Compliance Risks – does the completion of the project bring about potential compliance risks	High, Medium, or Low	High
PCI Compliance Risk	Yes or No	Medium
Required Timeframe for Implementation	Immediate, Near Term or Next 12 Months	Medium
Cost Savings	High, Medium, Low or None	High
Revenue Generation	High, Medium, Low or None	High
Efficiency Improvements	High, Medium, Low or None	High
Budget Situation for 5 Years (or project lifetime if less than 5 years)	Budget Available, Budget Based on Anticipated Revenue or New Central Funding Request	High

Criteria	Potential Measures ¹	Importance to Recommendation Process ²
Collaboration Opportunity with Other Idaho Institutions	Yes or No	Low
ITS Resources Required for Project	Yes or No	Medium
Requires New UI FTE for Implementation, Maintenance or End-User Support	Yes or No	High
Requires On-Going Maintenance by a Third Party Provider	Yes or No	Medium
Requires Integration with Existing UI Data System(s) ***PHASING***	Yes or No	High
Business Process Changes Considered and/or Implemented in Support of Technology	Yes or No	High

1. "Potential Measures" represent a relative measure by which AGIT can compare multiple projects competing for the same resources ; more detail on how these measures will be assigned is available in the detailed AGIT process documentation.

2. "Importance to Recommendation Process" represents the relative weight of the criteria to the overall recommendation. Criteria rated as "High" will be given higher consideration in the recommendation process over criteria rated "Medium" or "Low" though some case-by-case analysis will be required