

Information Technology (IT) governance committees have been established for each major area of technology (e.g. academic, administrative, infrastructure). These governance committees influence CSUN's information technology strategy and priorities for technology initiatives. They provide advice on methods to improve services, identify emerging technology needs, enhance teaching and learning, and plan for new technologies.

Specifically, CSUN IT governance:

- Provides an efficient way for the IT division to consult with representatives of the major constituents it serves before implementing changes in technology and services,
- Enables academic and administrative leaders to recommend the priorities for technology investments and confirm they are consistent with institutional priorities,
- Brings together individuals with responsibility for supporting campus technologies in collaborative forums to discuss how best to manage these services, and
- Helps the IT division and college technical staff anticipate new needs and priorities by engaging leaders from around the University in regular conversations about their future needs.

Effective IT governance:

- Focuses technology investments on the highest institutional priorities and maximizes the benefits they create,
- Enables effective decision-making by directly engaging the constituents who are impacted by them,
- Creates a greater understanding of the challenges of managing technology among institutional leaders which builds greater support for the need for technology investments, standards and policies,
- Provides the IT division with constructive feedback on how and where to improve its services which increases overall satisfaction, and
- Provides a collaborative framework to build trust between the IT division and local technology leaders.

The IT governance committees described below serve to advise the Executive Technology Steering Committee (ETSC) which is led by the Vice President of Information Technology. The ETSC provides overall guidance and direction for the other committees, is advisory to the President and thus links IT governance to the President's Cabinet.

In addition to the IT governance structure, the University will continue to utilize ad-hoc technology working groups as the needs of the University shift. Examples of current ad-hoc working groups are Computer and Mobile Devices Committee, Classroom Technology Committee, SOLAR Leads, and ADA Accessibility.

The Vice President for Information Technology/CIO will review the need for such communities of technology focus each year and make recommendations to the ETSC regarding any changes to their composition.

Executive Technology Steering Committee

Overview

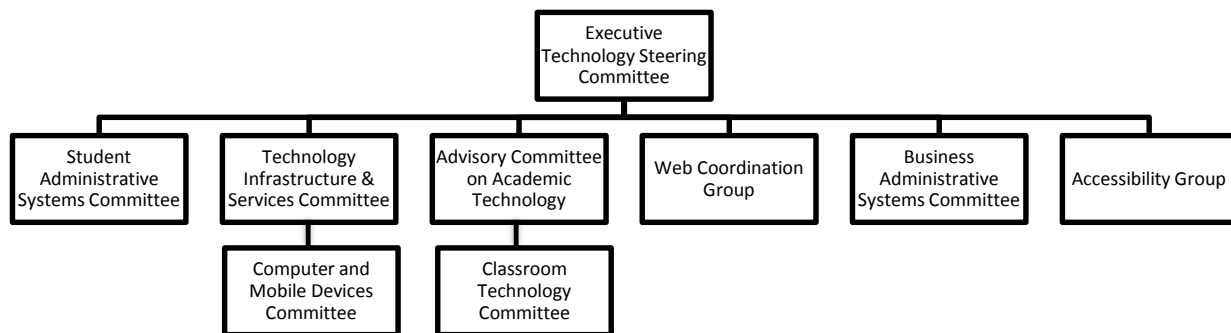
The Executive Technology Steering Committee (ETSC) is the senior university IT governance group and principal advisor to the President on information technology issues and decisions. The ETSC reports, through the Vice President for Information Technology, to the President's Cabinet and meets monthly.

Membership (appointed by the President)

- Vice President for Information Technology/CIO (*chair*)
- Provost and Vice President for Academic Affairs
- Vice President for Administration and Finance
- Vice President for Student Affairs
- Vice President for University Advancement
- Executive Director of the University Corporation will attend when a topic requires broad consultation but not formal deliberation by the President's Cabinet.

Responsibilities

- Establishes the University's long-range technology strategy and goals.
- Approves and prioritizes all large, university-wide technology projects.
- Recommends to the President all policies and practices pertaining to technology.
- Adopts frameworks and guidelines that maintains an effective division of responsibilities for enterprise and local IT services.
- Approves major changes in the delivery of technology services or service levels.
- Reviews and adjusts as necessary University-wide technology spending and staffing to optimize the use of CSUN resources.
- Conducts regular reviews of the University's IT project portfolio and monitors its alignment with University goals, available resources, and acceptable levels of risk.



Advisory Committee for Academic Technology

Overview

The Advisory Committee for Academic Technology (ACAT) consults on the management of University-wide IT support of instructional and scholarly activities, from the perspective of a college or division, not individual users. The committee meets monthly.

Membership (appointed by ETSC annually in consultation with the Provost)

- Provost (*chair*)
- Vice President for Information Technology
- Dean
- Department Chair
- Senior Director for Academic Technology
- Associate Vice President for Academic Resources
- Chair of the Faculty Senate Academic Technology Committee (or a designee)
- Faculty member appointed by the Faculty Senate Executive Committee in consultation with the Provost
- Library representative
- Representative from the Tseng College of Extended Learning
- Student representative appointed by Associated Students
- Representative appointed by the Vice President for Student Affairs
- Representative appointed by the Vice President for Advancement
- Manager for Academic Resources (MAR) or College Technical Lead
- Representative from Universal Design Center

Note: The Library and the Tseng College of Extended Learning shall each have no more than one representative.

Responsibilities

- The ACAT advises the Executive Technology Steering Committee on strategy, policy, tactics, and implementation of instructional and scholarly technologies that impact the Academic Affairs division.
- The committee maintains contacts with the Provost's Council, Faculty Senate Executive Committee, Council of Chairs, Educational Resources Committee, Managers of Academic Resources (MARs), and the Administrative Councils of the Divisions and Colleges.
- At least once each academic year, the Provost coordinates with the chair of the Faculty Senate's Academic Technology Committee (ATC) to convene a joint meeting of the ACAT with the ATC. The ATC functions under the auspices of the Faculty Senate, and continues to convene with the membership and charge outlined by Faculty Senate policies and bylaws. The ATC is charged to "make recommendations regarding University resources and policy that pertain to instructional and research technology, including computing and instructional media development and services."
- The primary difference between the ACAT and ATC is procedural. The ATC advises the Faculty Senate on policy as it relates to the faculty. The ACAT advises the Executive Technology Steering Committee on strategy, policy, tactics, and implementation of technologies that impact the Academic Affairs division.

Student Administrative Systems Committee

Overview

The Student Administrative Systems Committee advises the Executive Technology Steering Committee on the application of administrative systems in support of CSUN students. The committee meets monthly.

Responsibilities

- Coordinate the effective implementation and support of student administrative systems (e.g. SOLAR SA, u-Achieve, CSUN mobile app, my Northridge student portal, student success analytics, document management/eforms/workflow for students, Hobsons, Salesforce, EAB, TEWS, Advisor Trac, One Card)
- Review and recommend student administrative systems projects to the Executive Technology Steering Committee.
- Provide input to long-range technology plans and strategies by identifying opportunities to improve student systems and enable student success through the application of technology.
- Work with the ad-hoc SOLAR Leads working group to collaborate with, and inform college staff and faculty about student administrative system changes.

Membership (appointed by Executive Technology Steering Committee annually)

- AVP for Information Technology (co-chair)
- AVP for Undergraduate Studies (co-chair)
- Vice President for Information Technology
- Vice President-appointed representative(s) for Academic Affairs, Information Technology, Student Affairs, Administration and Finance & University Advancement
- Representative for Tseng College
- Representative for Graduate Studies/Research
- Representative for Associated Students

Business Administrative Systems Committee

Overview

The Business Administrative Systems Committee advises the Executive Technology Steering Committee on the application of business administrative systems in support of CSUN employees. The committee meets monthly.

Responsibilities

- Coordinate the effective implementation and support of business administrative systems (e.g. SOLAR HR & Finance, Raiser's Edge, eTravel, document management/eforms/workflow).
- Review and recommend business administrative systems projects to the Executive Technology Steering Committee.
- Provide input to long-range technology plans and strategies by identifying opportunities to improve business administrative processes and enable employee success through the application of technology.

Membership (appointed by Executive Technology Steering Committee annually)

- AVP for Information Technology (co-chair)
- AVP for Financial and Accounting Services (co-chair)
- Vice President for Information Technology
- Vice President-appointed representative(s) for Academic Affairs, Information Technology, Student Affairs, Administration and Finance & University Advancement
- Representative for Tseng College
- Representative for The University Corporation

Technology Infrastructure and Services Committee

Overview:

The Technology Infrastructure and Services Committee (TISC) advises the Executive Technology Steering Committee on decisions impacting the university's technology infrastructure, information security, and standards and support services for end user computer and mobile devices. The committee meets monthly.

Membership (appointed by ETSC annually):

- IT Senior Director for Infrastructure Services (*chair*)
- IT Director for Systems Administration & User Services
- Vice President for Information Technology
- Vice President-appointed information technology manager from each of the University Advancement, Administration and Finance, and Student Affairs divisions.
- Faculty member appointed by the Faculty Executive Senate Committee in consultation with the Provost
- Manager for Academic Resources (MAR), appointed by the Provost
- Information Security Officer

Note: Other IT Directors and representatives from Facilities Planning will attend as needed.

Responsibilities

- Reviews changes to technology policies and practices and recommends them to ETSC for adoption.
- Advises the VP for IT and the IT leadership team on decisions pertaining to the adoption of new infrastructure technologies (e.g., networks, servers, storage, security, mobile and desktop computing) and the design of the University's technical architecture.
- Provides feedback on the design, delivery and performance of enterprise IT support services.
- Recommends the need for new enterprise IT services.
- Reviews proposed technology standards and recommends them to ETSC for University-wide adoption.

Classroom Technology Committee

Overview

The Classroom Technology Committee (CTC) is an ad-hoc working group reporting to the Advisory Committee on Academic Technology, comprising stakeholders and individuals with an interest in ensuring the effective use of classroom technologies. Membership is a combination of *ex officio* members and rotating members. The committee meets monthly.

Membership (appointed annually by the Provost):

Ex Officio Members

- Associate Vice President for Academic Resources, Academic Affairs (*chair*)
- Associate Vice President for Information Technology, Information Technology
- Director of Instructional Technology, Information Technology
- Director of *META+Lab*, Academic Affairs
- Room Reservations and Academic Facilities Coordinator, Academic Affairs
- Manager of Minor Capital Programs, Facilities Planning, Design & Construction
- Music and Media Supervisor, Library
- Classroom Technology and Media Services Lead, Information Technology

Rotating Members

- Faculty Representatives (3)
- Student Representative (1)
- College Information Technology Consultants/Staff (2)
- College Manager of Academic Resources (1)

Responsibilities

- Provide recommendations to the Advisory Committee on Academic Technology (ACAT) and faculty governance groups regarding:
 - (1) functionality of classrooms—how we use classroom technologies to ensure effective instruction and learning,
 - (2) adoption of specific classroom and lab technologies and equipment,
 - (3) support services for classroom technology, and
 - (4) best practices for use of instructional technologies.

Computer & Mobile Device Committee

Overview

The Computer & Mobile Device Committee (CMDC) is an ad-hoc working group reporting to the Technology Infrastructure and Services Committee and convened to advise and provide support about faculty and staff end-point devices and associated operating and application software. This includes desktops, laptops, and mobile tablet devices as well as support for user file storage, desktop virtualization, computer labs and printing in compliance with university information security policies and standards. CMDC provides a forum for discussing technology issues, sharing and recommending technology best practices, and communicating plans for changing information technology services.

All campus technical staff are invited to quarterly CMDC meetings with the goal of information dissemination and sharing. One of the quarterly meetings may be scheduled as a technology vendor fair, coordinating campus visits of key vendors such as Dell, HP, and Apple.

Membership (appointed by ETSC annually):

- IT Director for Systems Administration & User Services (*chair*)
- Vice President-appointed Technical Lead supporting each division and auxiliaries
- Manager for Academic Resources (MAR), appointed by the Provost
- Technical Lead from each college and Library appointed by the Deans in consultation with the Provost

The Technical Lead is the lead person responsible for desktop administration and support including desktop hardware and software support (procurement, licensing, software deployment, and patch management) and Active Directory administration and support.

Note: Other IT representatives will attend as needed. All campus technical staff are invited to quarterly meetings.

Responsibilities

- Implement University approved policies, tools, and best practices for managing computing hardware and software, software deployment, patch management, and backup and recovery.
- Share local unit (college, division, auxiliary) technology best practices and issues with the committee; share information with unit constituents.
- Evaluate and recommend computer hardware and software best practices for procurement and management, including license management, hardware inventory and de-provisioning, and negotiations with vendors.
- Provide input and counsel on operational and strategic information technology plans relating to end user computer and mobile devices.
- Participate in the planning, testing, and implementation phases of campus technology projects as they pertain to end user computer and mobile devices.
- Make recommendations and identify issues to the TISC as necessary.

Web Coordination Group

Overview

The Web Coordination Group (WCG) is an ad-hoc working group reporting to the Executive Technology Steering Committee to coordinate the web content management system for University administrative web pages, to review University web projects (including ongoing and future division web projects), and make recommendations and identify issues to ETSC as appropriate. The committee meets monthly.

Membership (appointed by ETSC annually):

- AVP, Information Technology (co-chair)
- AVP, Marketing and Communications, University Advancement (co-chair)
- Vice President-appointed representative from each division
- President's Office representative
- IT Director, Enterprise Application Development
- Executive Director (or designee), The University Corporation
- Dean, Library (or designee) to represent web taxonomy, URL, metadata
- University Web-One Administrator
- Universal Design coordinator

Responsibilities

- Coordinate the web content management system for University administrative web pages (Web-One).
- Review University web projects, including ongoing and future division web projects.
- Make recommendations and identify issues to ETSC, as necessary.

Note: A web developers "communities of practice" group exists to share knowledge and information about University web application development.

Accessibility Group

Overview and Responsibilities

The Accessibility Group is an ad-hoc working group reporting to the Executive Technology Steering Committee.

Membership (appointed by ETSC annually):

- Representative from Disability Resource and Education Services (co-chair)
- Director of Instructional Technology, Information Technology (co-chair)
- Vice President appointed representatives from Universal Design Center, Extended Education, Center on Disabilities, Disability Resources and Educational Services, National Center on Deafness, Student Affairs IT and a faculty member, Department of Special Education.

Responsibilities

Provides recommendations to the ETSC regarding:

- campus training needs related to accessibility;
- the most concerning current uses of materials and technologies that are not yet accessible;
- the available and needed resources for assisting faculty and staff in selecting accessible products and/or making materials and technologies accessible;
- workable standards for documenting alternative accommodation plans; and
- other actions that could be taken to insure that accessibility considerations become common business and educational practices.

This Accessibility group works collaboratively with other campus ATI Accessibility committees to ensure ADA accessibility is well understood and addressed by the campus community.

Committee Membership 2016-2017

Executive Technology Steering Committee

Vice President for Information Technology/CIO (<i>chair</i>)	Hilary Baker
Provost and Vice President for Academic Affairs	Yi Li
Vice President for Student Affairs	William Watkins
Vice President for Administration and Finance	Colin Donahue
Vice President for University Advancement	Robert Gunsalus

Advisory Committee for Academic Technology

Provost (<i>chair</i>)	Yi Li
Vice President for Information Technology	Hilary Baker
Dean	Michael Spagna
Department Chair	Rick Covington
AVP, Academic Technology	Deone Zell
AVP, Academic Resources	Diane Stephens
Chair of the Faculty Senate Academic Technology Committee, or designee	Chris Sales
Faculty member appointed by the Faculty Senate Executive Committee, in consultation with the Provost	Wayne Smith
Additional faculty member serving as special guest in his role as Faculty Trustee and previous member of this committee	Steven Stepanek
Library representative	Lauren Magnuson
Representative from the Tseng College	Pratima Dutta
Student representative appointed by Associated Students	Issac Simon
Representative appointed by the Vice President for Student Affairs	Patrice Wheeler
Representative appointed by the Vice President for University Advancement	Kimon Rethis
Manager for Academic Resources (MAR) or College Technical Lead	Emil Henry
Representative from Universal Design Center	Alen Davoudian

Student Administrative Systems Committee

AVP for Information Technology (<i>co-chair</i>)	Benjamin Quillian
AVP for Undergraduate Studies (<i>co-chair</i>)	Elizabeth Adams
Vice President for Information Technology	Hilary Baker
Vice President-appointed representative for Academic Affairs	Patricia Lord
Vice President-appointed representative for IT	Sean Choi/Beverly Palmberg
Vice President-appointed representative for Student Affairs	Lili Vidal/Marieanne Quiroz
Representative for Tseng College	Pankaj Bedekar John Binkley
Representative for Graduate Studies/Research	TBD
Representative for Associated Students	George Reyes
Vice President-appointed representative for Administration and Finance	May Ligh

Technology Infrastructure and Services Committee

IT Senior Director for Infrastructure Services	Ranjit Philip
IT Director for Systems Administration & User Services	Zack Hillbruner
Vice President for Information Technology	Hilary Baker
Representative appointed by the Vice President for University Advancement	Danny Reader
Representative appointed by the Vice President for Administration and Finance	Editha Winterhalter
Representative appointed by the Vice President for Student Affairs	Paul Schantz
Faculty member appointed by the Faculty Executive Senate Committee in consultation with the Provost	Brian Foley
Additional faculty member serving as special guest in his role as Faculty Trustee and previous member of this committee	Steven Stepanek
Manager for Academic Resources (MAR)	Thomas Chavez
Library Representative	Justin Kovalcik
Information Security Officer	Kevin Krzewinski

Computer and Mobile Device Committee

IT Director, Systems Administration & User Services (<i>chair</i>)	Zack Hillbruner
Manager for Academic Resources (MAR)	Thomas Chavez
Technical Lead for IT, A&F (not PPM, DPS), Advancement, TUC, Athletics	Dominic Little
Academic Affairs & Provost's Office, Technical Lead	Felicia Morariu
Admissions & Records, Technical Lead	Karen Primm
Student Affairs, Technical Lead	Paul Schantz
Mike Curb College of Arts, Media & Communication, Technical Lead	Caleb Fahey
Mike Curb College of Business & Economics, Technical Lead	Claudia Garcia
College of Science & Mathematics, Technical Lead	Son Giang
College of Health & Human Development, Technical Lead	John LaFreniere
Library, Technical Lead	Michael McFarland
College of Humanities, Technical Lead	Chhan Mech
Tseng College, Technical Lead	Rayjann Patao
Michael D. Eisner College of Education, Technical Lead	Anthony Nguyen
College of Engineering & Computer Science, Technical Lead	Mark Siegmund
College of Social & Behavioral Sciences, Technical Lead	John Wall
Technical Lead for Department of Police Services	Gary Brotz
Technical Lead for Physical Plant Management	Arthur Grutman
Associated Students, Technical Lead	Steve DeLuca
University Student Union, Technical Lead	Brent Nelson

Classroom Technology Committee

Associate Vice President of Academic Resources & Planning (<i>chair</i>)	Diane Stephens
Associate Vice President for Information Technology, Information Technology	Ben Quillian
Director of Instructional Technologies, Information Technology	Ernie Perez
Director of META+Lab, Academic Affairs	Steve Fitzgerald
Coordinator of Academic Facilities Planning, Academic Affairs	Leslie Gillman
Manager of Minor Capital Programs, Facilities Planning, Design & Construction	Maureen Shideh
Music and Media Supervisor, Library	Dean Arnold
Classroom Technology and Media Services Lead, Information Technology	Dominic Little
Faculty Representative, Economics	Kent Hymel
Faculty Representative, Computer Science	John Noga
Faculty Representative, Political Science	Jason Morin
Student Representative	Luis Molina
Information Technology Staff, David Nazarian College of Business & Economics	Vic Catalasan
College Information Technology Staff, Social and Behavioral Sciences	J.B. Wall
Manager of Academic Resources, Michael D. Eisner College of Education	Callie Juarez

Business Administrative Systems Committee Members

AVP for Information Technology (<i>co-chair</i>)	Benjamin Quillian
AVP for Financial and Accounting Services (<i>co-chair</i>)	Deborah Wallace
Vice President for Information Technology	Hilary Baker
Vice President for Administration and Finance	Colin Donahue
Vice President-appointed representative for IT	Sean Choi Beverly Palmberg
Vice President-appointed representative for Admin and Finance	Editha Winterhalter Kristina de la Vega
Vice President-appointed representative for Academic Affairs	Diane Stephens
Vice President-appointed representative for Student Affairs	Dwayne Cantrell
Vice President-appointed representative for Tseng College	Karen Pak, John Binkley
Vice President-appointed representative for University Advancement	Ira Unterman
Vice President-appointed representative for TUC	Georg Jahn

Web Coordination Group

AVP, Marketing and Communications, University Advancement (<i>co-chair</i>)	Jeff Noblitt
AVP, Information Technology (<i>co-chair</i>)	Ben Quillian
Vice President-appointed representative from Academic Affairs	Nerces Kazandjian Stephanie Nguyen
Vice President appointed representative from Administration and Finance	Editha Winterhalter
Vice President-appointed representative from Student Affairs	Paul Schantz
Vice President appointed representative from Information Technology	Mayra Solano
Vice President appointed representative from University Advancement (also represents university web template design)	Kimon Rethis Kevin Lizarraga
President's Office representative	Randy Reynaldo
IT Director, Enterprise Application Development	Sean Choi
Executive Director (or designee), The University Corporation	Genelyn Arante
Library representative (to represent web taxonomy, URL, metadata)	Elizabeth Altman
University Web-One Administration	Kevin Moore
Universal Design Program Manager (to represent universal design & ADA accessibility)	TBD

Accessibility Group

Director, Instructional Technology, IT (<i>co-chair</i>)	Ernie Perez
Disability Resources and Educational Services (<i>co-chair</i>)	Jodi Johnson
Universal Design Center	TBD
Tseng College	Pratima Dutta
Center on Disabilities	Sean Goggin
Disability Resources and Educational Services	Patrice Wheeler
National Center on Deafness	Jim Macaluso
Student Affairs IT	Paul Schantz
Faculty, Department of Special Education appointed by the Provost	Rachel Friedman-Narr