LESSONS LEARNED FROM THE DEVELOPMENT AND IMPLEMENTATION OF
IT GOVERNANCE AT MILLERSVILLE UNIVERSITY

New IT Governance Structure

- Direct the establishment and fulfillment of the university’s Information Technology Strategic Plan
- Advise the university-wide technology priorities, IT policies, and directions
- Chair IT Governance steering committee
- Advise the IT Executive Council regarding IT issues
- Develop the university’s Information Technology Strategic Plan
- Determine technology priorities (currently being performed by the IT Executive Council)
- Provide training and education for the IT Advisory Council
- Chair Technology Initiatives

- Seats are determined by role/department
- Academic Council for Technology: 15 Members
- IT Advisory Council: 10 Members
- Administrative Council for Technology: 19 Members

Academic & Administrative Council Memberships

IT Advisory Council
10 Members

IT Advisory Council Members

1. Chair—IT Advisory Council Chairperson
2. Co-Chair of the Academic Council for Technology
3. Co-Chair of the Administrative Council for Technology
4. Member—IT Advisory Council for Technology representing the College of Education and Human Services
5. Faculty—Represent the Academic Council for Technology representing the College of Arts, Humanities and Social Sciences
6. Faculty—Represent the Academic Council for Technology representing the College of Science and Technology
7. Non-Collaborative Faculty Member
8. Member—IT Advisory Council for Technology representing the College of Business Administration
9. Member—IT Advisory Council for Technology representing the College of Information Science and Technology
10. Member—IT Advisory Council for Technology representing the College of Education and Human Services

Unexpected Positives

- Promoted IT Transparency
- Stimulated Interest in IT by Faculty and Staff
- Improved Collaboration Between IT and Other University Groups
- Required Creation of Some Sub-Groups That Became Permanent
- Assisted the Campus Community in Understanding IT Processes
- Provided Visibility of IT Responsibilities and Workload
- Produced Needed Documentation for Data Entry and IT Policy Formation

IT Governance Challenges & Changes

- Growth of Councils to Unmanageable Size
  - No Growth Except for the Addition of Student Representatives
- Declining Attendance Especially during the Summer
  - Schedule Has Been Adjusted for Two Meetings in Both Fall and Spring Semesters
  - No Summer Meetings
- Lack of Topic Submissions by Lower Level Councils
  - IT Supplementing Topics
- One Topic Taking Over Many Meetings
  - Topic Submission Guidelines Created
- Lack of Funding Support for Initiatives
  - Ongoing
- Failure of the Executive Council to Allow the IT Advisory Council to Set IT Project Priorities
  - IT Advisory Council to Provide Their Rankings to Executive Council for Consideration

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