
**Shared Services Governance Group (SSGG)
Charter**

Rev. 6/10/15

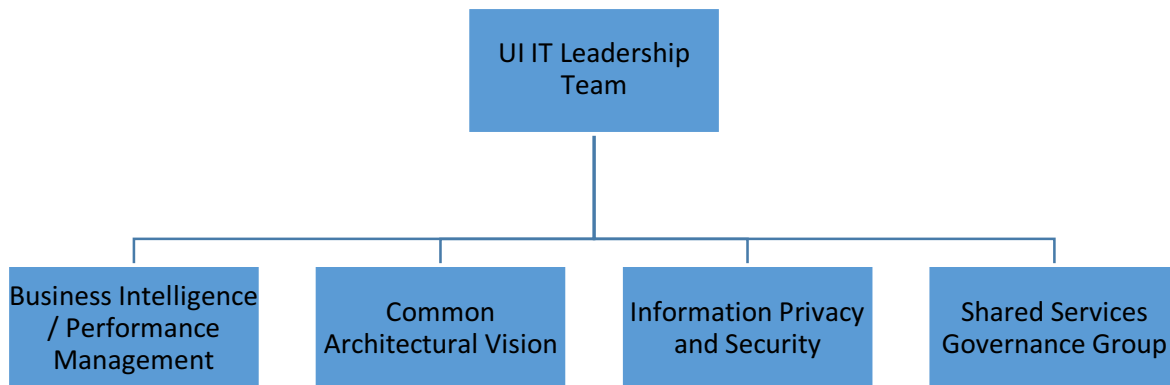
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1 Introduction

Aiming to reduce expenditures and increase efficiency without compromising quality and scope of service, the three central campus IT units (UIC, UIS, UIUC) and University Administration IT (AITS) partnered in several joint initiatives to provide Shared Services for the university community. These Shared Services include online professional training, cloud data storage and online collaboration workspaces, website hosting, data center facilities, discounted software distribution, and business process improvement.

The University of Illinois IT Leadership Team, comprised of campus- and university-level Chief of Information Officers, established the Shared Services Governance Group (SSGG) to serve as a coordinating and advisory body of the university shared services. This group reports under the University of Illinois IT Leadership Team. The organizational



structure of the committee is:

2 Role

The Shared Services Governance Group (SSGG) is a university-wide committee that has been charged by the U of I IT Leadership Team to improve the coordination and communication of shared services across the campuses and University Administration.

3 Authority and Responsibilities

The SSGG is an advisory and coordinating group for the U of I IT Leadership Team. The group also provides governance and oversight over Shared Services lacking governance. Shared Services within the purview of the group are IT services whose customers across the three campuses and University Administration have partnered in one or more aspects of the service delivery, which may include funding, support, staffing, management, and governance. The primary responsibilities and functions of the SSGG are:

1. To identify roles and responsibilities in each Shared Service and draft operational level agreements and service level agreements
2. To coordinate the implementation of new Shared Services
3. To coordinate the on-going operations of existing Shared Services
4. To set minimum standards and identify necessary documentation for Shared Services (e.g., ownership, support, operations)
5. To understand and maintain usage data, coordinate cost-sharing information, produce consolidated budget request
6. To discuss decisions over changes and modifications to Shared Services
7. To recommend policies on Shared Services at the request of the University IT Leadership Team
8. On a quarterly basis, report on the status and resource requirements on Shared Services to the University IT Leadership Team
9. Communicate with shared service consumers regarding support, provisioning, and pricing of shared services on an ongoing basis
10. As requested by UI IT LT, perform preliminary information gathering and analysis of suggested future shared services

Definition of Shared Services for the purposes of this group and its charge: Shared Services within the purview of the group are IT services whose customers across the three campuses and University Administration have partnered in one or more aspects the service delivery, which may include funding, support, staffing, management, and governance.

4 Membership

The SSGG will have a representative from each campus central IT and administration IT.

- UIC: Janet Shaw, Assistant Director, Identity and Access Management (ACCC)
- UIS: Kara McElwrath, Assistant Director of Client Services (ITS)
- UIUC: Jackie Kern, Director of Shared Services (TS)
- UA: Larry Gibson, ERP and Shared Services Lead (AITS)
- Chair: Candice Solomon-Strutz, Assistant Director for IT Planning (CIO)

The committee membership will be adjusted by the committee chair with consultation from the committee members and the IT Leadership Team. One member will serve as a committee chair on a rotating basis (TBD).

5 Meetings

The committee meets on a regular basis to discuss and review implementation and operations of Shared Services and changes to policies. The committee is governed by the following rules for meetings:

- Meetings are normally held in person, video conference, or Lync.
- The committee will meet on a monthly basis.
- Actions can be taken without meetings and by coordination via email.
- Agenda items are to be submitted to the chair at least two business days prior to the scheduled meetings.
- Agendas will be provided prior to the meetings.

6 Initial Committee Tasks

- ✓ Finalize charter.
- ✓ Write definition of Shared Service.
- ☒ *NOT COMPLETE.* Draft recommendation regarding Box account management, data ownership, and domain ownership.
- ✓ Inventory all multi-campus or enterprise Shared Services at the university and identify those that should be in its scope of responsibilities.
- ✓ Inventory existing Operational Level Agreements for Shared Services under its purview.
- ✓ Conduct gap analysis of Operational Level Agreements for Shared Services.
- ✓ Where an OLA does not exist, identify roles and responsibilities in the Shared Service and draft Operational Level Agreements.
- ✓ Review all documentations for Shared Services in its scope.

7 Operational Notes

- Metrics to be produced annually as of July 1st
- SSGG will confirm shared service details on an annual basis (April) with service managers including:
 - Service Level Agreement
 - Operating Level Agreement
 - Campus URLs
 - Pricing
 - All other shared service attributes maintained by SSGG