IT Advisory Committee (ITAC)

Charter
We seek to prioritize IT projects by balancing forward-looking business initiatives, time sensitive mandates, and infrastructure requirements between all departments in Advancement to maximize our level of service provided to both donors and stakeholders, and to increase overall donor support to the University.

The resulting business tools are designed to be intuitive and ensure minimal training, adequate security, and privacy. The ITAC committee has been selected for its subject matter expertise, commitment to UC San Diego's Principles of Community, and support of the Vice Chancellor of Advancement office.

Systems
- CRM (ESP)
- Internet Solutions (BBIS/ESPI)
- PaperSave
- Financial Edge
- Advancement Data Warehouse
- Advancement Cognos
  - STAR
- Vended Advancement-wide solutions supported by ITS:
  - Social Tables
  - Symplicity (Port Triton)
  - Cybersource
  - ScaleFunder (CrowdSurf)
ITAC Representation

- Alumni Representative
  - Jaya Cummaragunta
- Annual Giving and Pipeline Development Representative
  - Joni Duke
- Advancement Operations and Campaign Representative
  - Allison McKenzie Schneider
- Advancement Services and Foundation Representative
  - Kathy Terry
- Health Sciences Advancement Representative
  - Brian Zumbano
- Leadership Strategy and Engagement Representative
  - Robyn Isbell Doughty
- University Development Representative
  - Lynsey Buerer
- Chair/Facilitator – Director of Advancement Systems and Business Intelligence (non-voting)
  - Erin Kilburn
- Data Steward (non-voting)
  - Corinne Cramer
- Advancement Operations Representative (non-voting)
  - Mary Smith
- Advancement Systems Lead (non-voting)
  - Eric Strickler
- ITS Advisors – (non-voting)
  - Say-Ho Tan (ITS Service Owner)
  - Clinton Harford
  - Judy White
  - Kaniel Meas
  - Lori Barry
Scope
ITAC voting members will prioritize enhancements, in order to provide cohesive and clear list of projects to our shared resources in ITS. The role of the committee is to cohesively prioritize 100% of Advancement’s technology projects which leverage shared resources; however, in the rarest of exceptions, overrides on priorities can be made by the VC of Advancement. Non-voting members participate on ITAC in order to provide context or recommendations. Enhancements* will be documented on the central Enhancements List, and the list includes customizations to the systems listed above, data integrations, new/enhanced tools, and improvements or changes to any existing customizations.

*Enhancements Note: at this time, because a separate PO with Zuri Group has been arranged for mass clean-up, clean-up items are being addressed FIFO, as Footprints tickets are submitted. This PO was created to help alleviate already over-taxed ITS resources during system stabilization. Mass clean-up projects may need to be prioritized by ITAC as well, if the PO is not continued after stabilization and a need exists.

All bugs will be fixed as the priority before work on any enhancements. A bug is considered any item that is not working as designed, per the specification, on any existing enhancement or feature.

ITAC will meet monthly for an hour, to review any new enhancement requests, review progress on current projects, and determine the next enhancement projects to queue up. New, approved, and queued up enhancements will then be turned over to ITS, for estimates and feasibility. ITAC will then reconvene, to reorder priorities if needed, and assign SMEs and business leads to the queued enhancement project(s). Queues will be determined based on a weighted-rank voting method. Additional prioritization will be assigned to those enhancements that will have a directly support revenue-generation, per the direction of the Chancellor’s Office.

If needed, ITAC can meet on an ad-hoc basis; for example, if the enhancement project team stops work after preliminary discovery, or if major road-blocks are encountered which need to be escalated.
Enhancements Process Flow

<table>
<thead>
<tr>
<th>ITS Service Owner</th>
<th>Business Lead</th>
<th>Business SMEs</th>
<th>ITS Developer(s)</th>
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</thead>
<tbody>
<tr>
<td>Project Charter</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enhancement Prioritized and Queued by ITAC</td>
<td>Start</td>
<td>Kick-off Meeting</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Proceed? YES</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Proceed? NO</td>
</tr>
<tr>
<td>Send Back to ITAC for Review</td>
<td>Provide Business Requirements</td>
<td></td>
<td></td>
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<tr>
<td>Document Business Requirements</td>
<td>Deliver Project and Communication Plan</td>
<td></td>
<td></td>
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<tr>
<td>Upgrade and Maintenance Plan</td>
<td>Develop Testing and Acceptance Plan</td>
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<tr>
<td>Review and Sign-off on Specifications</td>
<td>Review and Sign-off on Testing and Acceptance Plan</td>
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<tr>
<td>Finalize Specifications</td>
<td>Acceptance Testing</td>
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<tr>
<td>Update Documentation and Close Project</td>
<td>Build</td>
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<tr>
<td>End</td>
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Roles

ITAC voting members
Responsibilities:

• Ensure that his/her unit’s desired enhancements are all tracked on the enhancement list
• Rank his/her unit’s desired enhancements
• Once enhancement project queued to start work, determine appropriate business SMEs from his/her unit
• In collaboration with other ITAC members, determine business lead (from group of SMEs) for each enhancement project
• Ensure communication and updates between his/her unit and ITAC

Data Steward
Responsibilities:

• Ensure Advancement access standards are maintained
• Advise on enhancements as needed/requested

ITAC chair
Responsibilities:

• Maintain enhancement list and facilitate ITAC meetings
• Advise on enhancements as needed/requested

Enhancement Project Team: ITS Service Owner
Responsibilities:

• Facilitate kick-off meeting and all project meetings
• With input from project team, create project plan, communication plan, testing and acceptance plan, maintenance and upgrade plan
• Document business requirements and functional specification

Enhancement Project Team: Business Lead
Responsibilities:

• Representative for business on project
• Review and sign-off on specification and testing and acceptance plan

Enhancement Project Team: Subject Matter Expert (SME)
Responsibilities:

• Participates in kick-off meeting, discovery sessions, and testing
• Provides timely input and feedback

Enhancement Project Team: Developer(s) and Tech Lead
Responsibilities:

• Creates technical documentation
• Builds enhancement to specification
Documents

Project Charter
- Required from Business Lead and/or ITAC Representative before queued up for work and/or project kick-off
- Must include business case

Project Plan
- WBS, schedule, and deliverables for enhancement

Communication Plan
- Based on input from kick-off meeting, project team’s agreement for how to communicate status and deliverable updates

Requirements Specification
- Detail on what is needed in the enhancement; required to begin technical work
- Includes Business Requirements, Definitions, User Requirements, Functional Requirements, and Upgrade and Maintenance Plan
- Prepared by ITS Service Owner based on input from Business Lead and SMEs; sign-off from Business Lead required before technical work begins

Testing and Acceptance Plan
- Based on Requirements Specification, the user testing required to validate the enhancement
- Prepared by ITS Service Owner based on Requirements Specification with input from Business Lead and SMEs; sign-off from Business Lead required before technical work begins
- Successful completion of the test cases constitutes user acceptance and begins project close

Technical Specification
- Prepared by developer and details solution, for reference on any future support questions