
IT User Experience Governance group

Terms of Reference

March 10, 2016

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Introduction

IT User Experience Governance (UX 360) group is established as part of the overall IT Governance structure. This is a foundational group that will address the needs of the end users as it pertains to technology and ensure it is fit for use and fit for purpose with the following technology objectives within teaching and learning spaces as well as offices and meeting/common rooms:

- Recommend technology standards
- Research new technologies
- Champion the selection of technologies
- Respond to user requirements via established governance process
- Establish an outlet to highlight operational constraints/issues
- Promote end user technology built-in functionalities
- Explore and research available functionality and its suitability in the above mentioned spaces

Scope

UX 360 group's focus is on the end user technology as it pertains to teaching and learning spaces, faculty and admin offices, meeting rooms and common spaces utilized by all Sheridan constituencies.

The scope extends to technologies such as but not limited to:

- Academic software (standard software)
- Administrative end user software (standard offering tools)
- End user computing technology
- Audio Visual technology and configuration
- End user virtualization technologies
- Network capability and coverage

Mandate

UX 360 responds to the technological requirements gathered by various governance groups by:

- Researching solutions
- Recommending options
- Promoting available technology and its functionality

UX 360 develops an awareness of technological advancement in the end user space by:

- Developing technology roadmap
- Establishing outreach programs and events

UX 360 promotes financially responsible investment in the end user technology by:

- Developing and promoting standards
- Collaborating with vendors to achieve greatest value for public money

UX 360 is an outlet for highlighting and escalating operational constraints associated with the end user technology in the above mentioned spaces by:

- Prioritizing constraints against available budget and the urgency
- Highlighting ideas for continual service improvements
- Recommending options for new services

Composition

UX 360 will consist of the following members:

1. Chair(s)
2. Standing members
3. Advisory members
 - a. Standing advisory members
 - b. Ad-Hoc advisory members

UX 360 Chair(s) is/are appointed by the IT Leadership team.

Standing members are appointed based on the area being represented:

1. Faculty of Animation, Arts and Design
 - a. Faculty Member
2. Faculty of Applied Health and Community Studies
 - a. Faculty Member
3. Faculty of Applied Science and Technology
 - a. Faculty Member
4. Pilon School of Business
 - a. Faculty Member
5. Faculty of Continuing and Professional Studies
 - a. Operations Manager or designate
6. Faculty of Humanities and Social Sciences
 - a. Faculty Member
7. and 8. Total of 2 Technologists from Faculty of Animation, Arts and Design, Faculty of Applied Science and Technology and/or Pilon School of Business
9. Total of 1 Dean
10. Total of 1 Associate Dean
11. Information Technology
 - a. TABM representative (hardware and software)
 - b. AV architect or representative
 - c. ISG (Network) coordinator or designate
 - d. CSG (Servers/Systems) coordinator or designate
 - e. ESS representative
 - f. End User Computing Integrator

12. Teaching and Learning technology committee chair
13. CAB co-chair
14. Library Services
15. Office of the Registrar
16. Student Affairs
17. Student Union representative

Standing advisory members:

Standing advisory members are identified as key UX 360 advisors that by virtue of their role and institutional perspective are valuable advisors across the end user technology space and associated philosophies.

1. Representatives from established faculty groups such as TC3

Ad-Hoc advisory members:

1. Ad-Hoc advisory members are invited based on the agenda items being discussed

Roles and Responsibility

Chair

Responsibilities of the Chair/ Co-Chairs include:

- Serve as the spokesperson for UX 360 group and uphold its decisions
- Facilitate effective meetings
- Present and communicate recommendations and/or endorsements to the various governing bodies as per the IT Governance structure
- Ensure that the UX 360 actions are aligned to the overall objectives of UX 360 mandate
- Manage any impact of the UX 360 actions on other groups
- Chair meetings, facilitate adequate and meaningful discussion for each item presented
- Escalate issues if any, to the IT Leadership team and other governing bodies for decision or approval
- Perform an annual review and revision of the UX 360 Terms of Reference
- Maintain UX 360 Membership

Standing Members

Responsibilities of individual members include:

- Understand the mandate of the group and promote it in the most collegial manner
- Conduct discussions, gather and collate information regarding agenda items in order to undertake productive discussions
- Arbitrate requirements, conflicts or differences of opinion within their respective areas in order to arrive at an unified approach to the proposals and recommendations
- Represent their area in discussions with regard to the benefits of the College as a whole

- Provide the necessary information that ensures that the UX 360 understands the technical, logistic, financial and other relevant information
- Act as a channel of communication between their respective business unit within the wider College and UX 360 group
- Actively participate in meetings and initiatives
- Participate in the prioritisation of conflicting issues/items

Advisory Members

Responsibilities of the advisory members include:

- Provide an informed advise on the subject matter

All Advisory Members

- Assist the Chair in the facilitation of the meeting in order to attain meaningful discussions
- Provide all participating members with technical/business input so that the informed decisions may be reached by all members

UX 360 Modus Operandi

The following are operational guidelines for UX 360.

Term and Membership

Membership of the governance group is for one calendar year beginning the day of the first scheduled meeting. IT User Experience group will convene every two weeks for one hour for the first three months and every month thereafter.

All Members

In the event that a Member is unable to attend a meeting, he/she may nominate a representative or member from his/her own business unit to attend it on his/her behalf in order to maintain quorum. The nominated representative is therefore authorized to act in the capacity of the Member he/she represents.

If such an arrangement is made, please advise the Chair prior to the UX 360 session.

Quorum

A quorum at the UX 360 meeting is required for a valid endorsement of any proposals or recommendations. A quorum refers to at least 50% of the votes of standing members present. Advisory members do not have voting rights.

Appendix

Member list as of March 10, 2016

1. Chair – Julia Kraveca
2. Faculty of Animation, Arts and Design
 - a. Faculty Member – Howard Simkins
3. Faculty of Applied Health and Community Studies
 - a. Faculty Member – James Humphreys to nominate
4. Faculty of Applied Science and Technology
 - a. Faculty Member – Vito Picicci
5. Pilon School of Business
 - a. Faculty Member – Brent Furneaux
6. Faculty of Continuing and Professional Studies
 - a. Operations Manager or designate – To be nominated by Has Malik
7. Faculty of Humanities and Social Sciences
 - a. Faculty Member – Derrick Millard
- 8/9. Total of 2 Technologists from Faculty of Animation, Arts and Design, Faculty of Applied Science and Technology and/or Pilon School of Business:
 - Martin de Bernardo (FAAD)
 - Wes Tanney (FAST)
10. Total of 1 Dean
 - Dean of FAHCS - James Humphreys
11. Total of 1 Associate Dean
 - AD FAST – Joseph Varrasso
12. Library Services
 - Holly Ashbourne
13. Office of the Registrar
 - Bryan MacFarlane
14. Student Affairs
 - Jordan Carlson
15. Teaching and Learning technology committee chair
 - Michael Evans
16. Information Technology
 - a. TABM representative (hardware and software)
 - Paul Khangura, Sarah Bernardi
 - b. AV architect or representative
 - Trevor Hanekamp
 - c. ISG (Network) coordinator or designate
 - Usama Pervaiz
 - d. CSG (Servers/Systems) coordinator or designate
 - James Duncan
 - e. ESS representative

Ausim Mobeen

f. End User Computing Integrator

TBD - Vacant

17. Student Union representative

18. CAB co-chair

Wes Mathieu (secondary designate – Brian Smith)

19. Administration Division representative