

# Information & Technology Governance Executive Committee Meeting Minutes

February 28, 2024  
Location: Online, via Zoom

## In attendance

Chairs	x	Andreas Bohman
	x	Sarah Norris Hall
Members	x	Lou Cariello
	x	Anind Dey
	x	Sheila Edwards Lange
	x	Kristin Esterberg
	x	Mary Gresch
	x	Mindy Kornberg
	x	Fredrick Nafukho
	x	Simon Neame
	x	Eric Neil
	x	Mari Ostendorf
	x	Phil Reid
		Brad Simmons
		Denzil Suite
x	Joy Williamson-Lott	
Guests	x	Dina O'Reilly
	x	Roland Lai
Governance Operations Team	x	Piet Niederhausen
	x	Rupert Berk
	x	Adriana Matesky
	x	Siva Nageshwaran

Link to meeting materials: [2024-02-28 I&T Governance Materials.pdf](#)

## Minutes

### Discussion: I&T Governance: Status, Purpose, and Structure

- Piet reviewed the purpose, scope, and timeline and shared commitments that the committee is making.

### **Discussion: I&T Governance: Status, Purpose, and Structure**

- Andreas introduced the effort now starting to establish an Academic Services domain under Information and Technology Governance. After gathering input from stakeholders, the team leading this effort will return to I&T Executive Committee with “straw model” options to discuss in 2024 Q2.
- As a scoping exercise, the group reviewed some Academic Services capabilities and agreed that information and technology governance for the broad scope discussed, including the full lifecycle of student academic activity across all campuses and units (see slides), was a good starting point to engage University stakeholders.
- Committee members are encouraged to reach out to the Governance Enablement team ([itgov@uw.edu](mailto:itgov@uw.edu)) with suggestions of stakeholders to engage.

### **Discussion: Transition of HR & Finance Workday Executive Sponsor Group (ESG)**

- Sarah provided background on the function of the HR & Finance Executive Sponsor Group (ESG)
- ESG responsibilities will transition to this Executive Committee (ExCo) at the end of March or soon after. The I&T Executive Committee would take on:
  - Strategic decision making about priorities and programs related to Workday
  - Direction of priorities for the governance structures in this domain
  - Topics escalated from the HR & Finance Applications Board
  - Investment or funding decisions in this domain
  - Future decisions about Workday-related governance structures

### **Discussion: Workday Coordination Services (WCS) Updates**

- Dina O’Reilly gave an overview of Workday Coordination Services, including purpose and goals, processes, scope and roles, current work, and next steps to address process issues
- Purpose and goals include:
  - Maintain continuity and minimize impact to continue moving work forward as we mature WCS processes and bring in non-ETS process areas
  - Facilitate intake and prioritization across technical teams for Workday changes
  - Establish operational and long term central coordination of key activities in an end-to-end change flow across all Workday process areas in UW-IT
  - Empower Business Owners to set business priorities in all process areas
  - Improve coordination of cross-functional issues
  - Provide transparency of decision making and changes
  - Later, enable a shared quarterly planning cycle across HR & Finance

### **Discussion: Decision-Making – Building the Muscles**

- On behalf of the Chairs, Andreas proposed an initial decision-making process to build the decision-making muscles of this committee within this new governance model. For decisions on recommendations from domain governance groups:
  - Quorum is required (half or more of the members)

- On each recommendation, a majority vote is required (50% +1)
- Later, thresholds may be defined for larger decisions with more strategic/budget impact to require a "supermajority"
- We'll take a roll call vote, recording each member's vote for the minutes
- If the recommendation is about a technology service, the I&T Executive Committee is deciding on a UW recommendation to the CIO to execute
- Later, thresholds will be defined for "smaller" decisions to be delegated to governance groups
- Members adopted these criteria for initial decision-making.
- The group briefly reviewed UW Medicine's project decision matrix as an example of how the I&T governance can delegate decisions to different groups as governance processes mature. In the future, for example, today's decision about the audio-conferencing service would not need to be brought to the Executive Committee for a decision. It is being used today to build our governance muscles.

**Decision: UW-IT Audio Conferencing Service will be maintained for mission-critical use cases**

- In 2023, the previous Service Management Board recommended to shut down this service due to other options for campus users.
- After reviewing options with the service provider, Roland Lai, on behalf of the Enterprise Technology Board, identified two options, and a recommendation.
  - Option 1: Maintain the service for mission critical use cases (RECOMMENDED)
    - Maintain the service for mission critical use cases
    - Define new language in the service catalog explaining that most customers should use MS Teams and Zoom as their preferred choice
    - Do more communication to campus on the service for the critical use cases and make sure it is not for general conference call use cases
    - Onboarding a new subscriber is possible provided they fall into approved usage guidelines, determined by the Enterprise Technology Domain Board (TBD), i.e. Business Continuity, alternate solutions aren't readily available, etc.
    - Evaluate service again in 3 years or sooner (get a report in 18 months for usage status)
  - Option 2: Turn down the service by a set date
    - Place language in the service catalog indicating this service is being turned down and no longer available for new subscriptions
    - Communicate with existing subscribers, directing customers to use alternative service, i.e. Teams/Zoom
- **DECISION: Option 1.** Members of the board in attendance voted unanimously (12-0) for Option 1, with additional qualifications:
  - Shorten the time frame for re-evaluating the service again from 3 years to 2 years
  - Develop plan for ending service that ensures crisis management support
- **Next steps:** On behalf of the Executive Committee, the Governance Operations team will convey the recommendation to Andreas in his role as VP of UW Information Technology, to carry out the decision.

Member	Option 1: Maintain the service for mission critical use cases	Option 2: Turn down the service by a set date	Other or abstain
Andreas Bohman	x		
Sarah Norris Hall	x		
Lou Cariello	x		
Anind Dey			Not present for this vote
Sheila Edwards Lange	x		
Kristin Esterberg	x		
Mary Gresch	x		
Mindy Kornberg	x		
Fredrick Nafukho	x		
Simon Neame	x		
Eric Neil	x		
Mari Ostendorf			Not present for this vote
Phil Reid	x		
Brad Simmons			Not present for this vote
Denzil J. Suite			Not present for this vote
Joy Williamson-Lott	x		

**Discussion: AI Task Force Updates**

- Andreas provided a brief update on the AI Task Force for members.
- The President and Provost have asked for guidance on the exploration and incorporation of Artificial Intelligence (AI), identifying new opportunities for AI, and aligning our expertise and resources to develop an institutional AI strategy.
- Key points from the AI Task Force Executive Committee
  - Full support and acknowledgment on the importance of this work and the opportunities to help transform the University
  - We need to benchmark against other universities, leverage our internal expertise and external partnership to help inform and guide the Executive Committee and Working Groups
  - Given the speed advancements in AI we need to be agile and acknowledge the risk of establishing a strategy on a moving foundation
- Suggested direction for the AI Task Force Working Groups
  - Initial focus should be on concrete initiatives in the next three months
  - Broad support from the Executive Committee Members to host quarterly townhalls for longer-term collaboration and cross-pollination
  - Working Groups will need space and opportunities to pilot new ideas quickly

### **Decision: Executive Committee Hybrid Meetings**

- Based on the results of an in-meeting poll (see materials), members voted in favor of scheduling monthly to quarterly hybrid meetings.
- Feedback on how to make these hybrid meetings work included:
  - Make the in-person location central
  - Provide advance notice
  - As much as in-person is desired, several commented that it may be difficult to achieve, so full support for remote attendees is important.
- Future hybrid meetings will seek to ensure parity of experience for in-person and remote members.