

IT Council – User Support Advisory Committee Charge and Membership – October 2017

The User Support Advisory Committee (USAC), reporting to the Information Technology (IT) Council, will have the responsibility to advise the IT Council on matters concerning user support, defined as those functions and services that directly impact the day-to-day activities of faculty, staff, and students within the University's IT environment.

The goal of the committee is to facilitate the highest quality "end-user experience" throughout the University system and across a number of constituencies (e.g., faculty, staff, students, administrators, university partners) as efficiently as possible, balancing factors including (but not limited to) user productivity, security, sustainability, accessibility, and the costs of infrastructure and associated support services.

Specific charges for the User Support Advisory Committee (USAC) are:

- 1) Identify how to consolidate and integrate functions and services to help achieve a more efficient use of monetary and staff resources, including the identification of general services that do not require specialized knowledge of a unit, and the mitigation of risk.
- 2) Identify and implement a common service and support philosophy, including the use of IT management tools and processes, to improve the service and support experience for faculty, students, and staff.
- 3) Improve business processes, cut costs, and increase the efficiency of user support by developing a standardized set of metrics, processes, and standards for effective delivery of support services to users.
- 4) Lower IT costs by developing standards and procedures for the effective lifecycle management of hardware and software, including procurement, inventory, and surplus.
- 5) Mitigate risk by recommending standards and best practices for client system configuration and management. These standards include minimum software versions, patching/update processes, security settings, and management tools.
- 6) Contribute to the success of the university's 2016-21 long-range plan and strategic information technology plans by undertaking additional IT Council initiatives as directed.
- 7) Make regular reports of the committee's work and progress to the IT Council, including a summary report to be submitted at the end of the each fiscal year.

User Support Advisory Committee (USAC) Membership

The User Support Advisory Committee (USAC) is led by a three member executive committee consisting of the following members:

- Chairperson appointed by the IT Council Chair
- Information Security Officer (ex-officio voting member)
- Manager, Accts Payable and Budgeting (ex-officio voting member)

The executive committee shall provide guidance for, and a continuous review of, the work and progress of the User Support Advisory Committee (USAC). This will include scheduling and conducting meetings, and appointing workgroups as are deemed necessary and appropriate for the timely fulfillment of the functions of the committee.

In addition to the executive committee, the User Support Advisory Committee (USAC) membership will consist of:

Termed Appointments (serve until their term expires)

- Two student representatives (appointed by SGA President, one-year appointment)
- Two Faculty representatives (appointed by Faculty Senate, two-year appointment)
- West Plains Campus representative (appointed by the Chancellor, two-year appointment)
- Provost representative (appointed by the Provost, two-year appointment)
- Student Affairs representative (appointed by the vice president, two-year appointment)
- REDIP representative (appointed by the vice president, two-year appointment)

At-Will Appointments (serve until replaced by appointer)

- Distributed IT Support representative (appointed by CIO)
- Centralized IT Support representative (appointed by CIO)