State of Louisiana

Division of Administration
Office of Technology Services

INFORMATION SERVICES INFLUENCE GROUP (ISIG)

Governance Charter

May 3, 2017

OVERVIEW

The Office of Technology Services (OTS) is pleased to announce a new process to help identify the most beneficial and strategic IT projects for the State of Louisiana, IT Governance. As with all state resources (funding, facilities, services, etc.), demand always exceeds supply. Our goal is to proportionately match IT resources to the satisfaction of the State's strategic missions and goals. IT governance systematically involves everyone: (Governance and State ISIG members, executive state management, staff, customers, communities, IT staff, and regulators). An IT Governance framework is used to identify, establish and link the mechanisms to oversee the use of information and related technology to create value and manage the risks associated with using information and technology.

IT Governance describes who makes which decisions, who provides inputs and analyzes the issues, who sets priorities, and who settles disputes when there is no clear consensus. Good governance processes are actively designed and well understood by participants, and foster timely decisions that are communicated effectively. Ultimately, desirable behavior in using IT, means behavior that is aligned with and helps achieve strategic goals. It is concerned with the whole enterprise IT function, not just the central IT organization. Day-to-day operations fall within IT management, outside the scope of governance.

Information Services Influence Group (ISIG)

This ISIG governance meeting is being created to discuss models that enhance the State's ability to pursue and support IT excellence. They will consider how the State can use technology and IT services in each Agency to make the Agencies more effective for its staff and constituents. ISIG will work with Agency leadership to develop an IT Governance model to gather a representative collection of IT project needs from all areas of the State, followed by an objective evaluation of project benefits and a formal decision-making process to determine which projects will provide the greatest value to satisfy the State's needs. IT projects will be approved, scheduled, and assigned IT resources based on this selection process. The IT governance process will provide visibility and transparency in the management of the IT project portfolio.

Purpose

The Information Services Influence Group (ISIG) mission is to support the State IT strategic goals and oversee the efficient use of all IT resources. ISIG must work with executive leaders to identify, recommend and approve new Statewide IT services, while assisting in remediating underperforming IT Services to improve quality of IT. ISIG will provide decision making on the IT portfolio of services and projects, evaluating against their impact on the Agency and State and their support of the strategic plan.

ISIG provides a forum for reviewing, evaluating, and recommending strategies, plans, and policies for statewide information technology in order to support and advance Agency IT priorities. ISIG is expected to solicit and incorporate the views of relevant advisory committees into the materials prepared. It will identify opportunities where information technology can assist the State in achieving its goals and evaluate the feasibility of the State's IT section to provide the service in-house rather than using a vendor. This also will provide the necessary background material for informed deliberation with the CIO and the State's Executive Management.

Deliverables

- Propose project recommendations on major projects to State's CIO for decision-making:
  - Annual IT Project Plan, developed in spring for upcoming fiscal year
  - Mid-year project recommendations, developed in fall
- IT Services (Identified, Defined, Changed or Retired).
- Review IT Service Catalogue by Fiscal Year.
- Review Rate Structures for IT Services.
- Decision-making for enterprise projects based on available resources
- Review and provide feedback on compliance with service level agreements.

Meets

Frequency - Quarterly

Members

7 Appointed Members: (Minimum of two years)

Role

1 - COO IT Operations Leader (Chair)
5 - Agency Business Representatives
1 – Finance Representative

Roles

- Strategic alignment and partnered decision-making on recommendations related to the usage of technology
- Work with Chairs of the Information Technology Data Influence Group (ITDIG), and Information Security Influence Group (ISIG) groups to ensure that topics are covered in all respective areas when considering project viability and impact
- Works closely with the State's Executive Staff to ensure that projects are aligned properly with strategic goals and mission

Responsibility

- Develop and maintain the ISIGs Project Charter
- Request annual input from the State of Louisiana Executive Staff on:
  - strategic direction that would be most beneficial to the State
  - resource allocation to major versus medium projects, to be utilized by ISIG when reviewing requests
- Responsible for communication of IT governance processes (roles, charters, projects, status, value, etc.) to enhance Statewide knowledge of the IT Governance process and its projects

- Receive reports from and provide general direction to the State's IT section
- Consult with IT administrative leadership on IT budget and project matters
- Create advisory committee reports to ensure all facets are considered and all committees are kept abreast of perspective IT projects.
- Monitor technical developments
- Hear presentations about ongoing projects and technology opportunities and review the IT project portfolio
- Receive and make recommendations to establish, eliminate, or merge IT services
- Give advice on the allocation of resources among major IT services and facilities
- Establish measurable objectives for requested projects
- Identify issues, risks, and opportunities associated with requested projects
- Make recommendations to the State of Louisiana Executive Staff and CIO on the most qualified projects to benefit the State's goals and objectives
- Track progress of projects approved by ISIG and confirm State's goals are met
- Provide a forum to which State staff, and management may refer questions and recommendations concerning IT computer policies, services, and development

Authority

- Collect input from all IT advisory groups
- Make recommendations to State of Louisiana Executive Staff and CIO on proposed projects, along with prioritization

Management Disputes

If topics should arise that cannot be resolved within the ISIG, the topic will be elevated to the CIO, who will work towards resolution.

Sponsor Acceptance

Approved by:

_____   Date: _____

Richard "Dickey" Howze
State of Louisiana - CIO