



October 9, 2012

*IT Service Management Board*

Scott Barker, Director of Information Technology, Information School, **Chair**

Mark Baratta, Director of Computing, College of Built Environments

Kate Bouchard, Assistant Dean, Finance and Facilities, Foster School of Business

John Drew, Director, Computing and Information Resources, The Graduate School

Jean Garber, Assistant Dean, Finance and Administration, School of Dentistry

Brad Greer, Director, Computing Infrastructure, UW Information Technology

Erik Lundberg, Director, IT Services & Strategic Sourcing, UW-IT

Linda Rose Nelson, Director of Finance and Administration, College of Arts & Sciences

Gary Pedersen, Executive Director, Chemistry

Barb Prentiss, Director of Information Technology, School of Medicine

Roland Rivera, Director, Network Strategy & Telecommunications, UW-IT

Bill Shirey, Director, Enterprise Application Services, UW-IT

Tom Sparks, Financial Administrator, College of Engineering

Tammy Stockton, Director, Customer Service & Support, UW-IT

Betsy Tippens, Assistant Vice Chancellor, Information Technologies, UW Bothell

Dear Colleagues:

Thank you for agreeing to serve on the IT Service Management Board that is being established to review and make recommendations about the provisioning, delivery and management of services provided by UW Information Technology (UW-IT).

The IT Service Management Board is advisory to the Vice President for UW-IT and CIO and is responsible for ensuring alignment of UW-IT services with institutional IT strategy and priorities, and for optimizing the design, delivery, operation and sourcing of those services. As part of its charge, the Board reviews major UW-IT services and makes recommendations for service life-cycle improvements, including changes and enhancements to service design, delivery and operations that will improve the value of the service to the UW community. The Board also makes recommendations for information technology service management process improvement efforts.

The IT Service Management Board is part of a comprehensive governance process that is being established for information technology at the University. The new process builds upon previous efforts, including the IT Costing Oversight Group and President's Working Group on Information Technology. The new governance process consists of three interrelated boards:

- **IT Strategy Board** provides strategic direction on information technology issues and investments across the University.
- **IT Service Investment Board** makes decisions about UW-IT service improvements, priorities and funding, including the Technology Recharge Fee. A TRF Advisory Committee provides recommendations to inform the Board on cost allocation, methodology and services.
- **IT Service Management Board** ensures alignment of UW-IT services with institutional IT strategy and priorities, as identified by the other two governance committees, and optimizes the formulation and sourcing of those services.

The IT Service Management Board is guided by strategy direction from the IT Strategy Board and by prioritization from the IT Service Investment Board. The IT Service Management Board also brings issues and recommendations to the IT Service Investment Board for its consideration.

The IT Service Management Board will meet monthly. A charter is enclosed. Meetings will be scheduled and supported by the Office of the Vice President for UW-IT and CIO. The first meeting is scheduled for Friday, October 26, 9:00am-12:00pm in the UW Tower Ravenna Room. Our office will be contacting you in the near future to confirm the first meeting and schedule future meetings.

As you know, information technology is critical to supporting and advancing the University's teaching, learning, research and service missions. This committee will be vital to ensuring that the University is optimizing the design, delivery and operation of those services. Thank you for your willingness to serve on this important committee.

Sincerely,

Kelli Trosvig  
Vice President for UW Information Technology and CIO

cc: Gerald Baldasty, Joel H. Berg, Harry Bruce, Kenyon Chan, Daniel Friedman, James Jiambalvo, Matt O'Donnell, Paul G. Ramsey, Robert Stacey

Enclosures: IT Service Management Board Charter  
IT Governance Diagram