IN.gov Governance Council CHARTER

Contents

Purpose

The IN.gov Governance Council (IGC) serves as a strategy and marketing forum for the State of Indiana Web Portal and the Indiana Office of Technology (IOT) to promote the on-going effectiveness of the IN.gov Program service delivery.

The Governance Council provides advice, counsel and feedback to the IN.gov program regarding strategic planning, initiatives, and service experience(s). The Council also works collaboratively across all state agencies and the IN.gov program to support and enhance the service.

The IN.gov Governance Council has a duty to represent the greater interests of the State of Indiana. The Council recognizes that conflicts may arise from time to time between the interests of the State of Indiana and an individual IGC customer.

Charter Definition

This document defines the IN.gov Governance Council's charter. The charter is intended to be used as:

- A statement of the IN.gov Governance Council's role and responsibilities
- An aid in communicating the IN.gov Governance Council's charter internally to the State of Indiana and to the IN.gov Program.

IN.gov Governance Council Membership Structure

Membership

The IN.gov Governance Council will elect two officers: Chair and Vice-Chair. The Chair and Vice-Chair will serve a two year term coinciding with the state fiscal year. If the Chair cannot fulfill his/ her term for any reason, the Vice-Chair will assume the role of Chair, and the Council will elect a new Vice-Chair. If the Vice-Chair cannot fulfill his/her term for any reason, the Council will elect a new Vice-Chair.
To provide continuity of leadership, after a two year term of service as Vice-Chair, the individual serving as Vice-Chair will become the Chair. Members will elect a new Vice-Chair at the first meeting following the start of a new state fiscal year.

The IG membership includes the following:

- IT, Marketing, and Communication professionals representing Indiana state agencies that receive IOT services through the IN.gov Program
- IOT IN.gov Project Manager, IOT Governance Facilitator.

The IN.gov Program Account Executive and other service provider staff may be invited to participate in Governance Council meetings from time to time as non-voting participants.

IT Directors from state agencies other than those receiving service under the IG Council agreement may attend the meeting as non-voting observers.

The membership roster is provided in Appendix A.

Change in Membership

It is the responsibility of IG COUNCIL customers to ensure that they are appropriately represented on the Council. Customer organizations shall notify the Council Chair of any change of representatives.

Ad hoc Teams

From time to time the IN.gov Governance Council may need to involve additional expert resources beyond the Council membership. The Chair may designate ad hoc teams to conduct specific work and report back to the IN.gov Governance Council. Ad hoc teams may include non-council members that are subject matter experts (SMEs).

The IN.gov Governance Council Vice-Chair will provide leadership and direction to the ad hoc team(s) while performing assignment(s).

In any use of ad hoc teams, the responsibility for all final recommendations rests solely with the membership of the IN.gov Governance Council as defined above.

Roles and Responsibilities

Council

The primary responsibilities of the IN.gov Governance Council are to:

- Provide advice, counsel, and feedback to IOT and the IN.gov program to enhance planning, proposal development, and decision-making
- Make recommendations to the IN.gov program regarding:

    – Strategies to improve on-going operational efficiency
    – Strategies to ensure high-level customer satisfaction
    – Strategies to lower costs
    – Strategies to add or refine the services offered for meeting the changing needs of the State Agencies and other IOT data center services customers

- Respond to IN.gov program requests for assistance
- Collaborate across Agencies to improve state technology and operational planning and deployments

Chair

The Chair has primary responsibility to:

- Confirm meeting agendas and conduct council meetings
- Ensure council fulfillment of the scope of responsibilities

- Promote involvement and balanced participation of all council members
- Preview presentations/materials
- Approve meeting notes
- Ensure completion of tasks by council members
- Appoint ad hoc teams when needed
- Communicate progress to the appropriate IN.gov Governance Council stakeholders (i.e. members, IOT executive staff, Indiana Agencies, etc)
- Represent IN.gov Governance Council at Quarterly IN.gov meetings including Chief Information Architect, Program Manager, Project Manager and IN.gov User Council chair.
- Ensure that the IN.gov Governance Council has the proper IT representation across State Agencies, IOT, and other IOT customers receiving IN.gov Program services

Vice-Chair

The Vice-Chair has primary responsibility to:

- Perform all Chair responsibilities in the absence of the Chair
- Lead the development and prioritization of council agendas and preparations
- Preview presentations/materials that are scheduled for council review and provide feedback, as necessary, to improve the content and key messages for the council audience
- Promote involvement and balanced participation of all council members
- Assist the Chair in promoting regular council member attendance, as necessary
- Provide leadership and direction to Chair-appointed ad hoc teams
- Prepare quarterly summary of IN.gov Governance Council activities and actions, as requested, by the IOT Executive Steering Committee
- Participate and represent IN.gov Governance Council in IG COUNCIL Technical Steering Committee
- Represent IN.gov Governance Council at Quarterly IOT Executive Steering Committee meeting

IG Council Facilitator

The IG COUNCIL Facilitator is an IOT employee and will work closely with the Chair and Vice-Chair to organize the council meetings and ensure the effectiveness of IG COUNCIL processes, cross-Governance council communication, priority setting, and issue escalation/resolution.

The IG COUNCIL Facilitator has primary responsibility to:

- Promote relevant topics and content for agenda topics
- Schedule meetings and communicate agenda prior to each meeting
- Follow-up on council assignments and action items assigned to council members
- Report status and results of ad hoc team assignments to the Council
- Assist Vice-Chair in preparing any reports for IOT Executive Steering Committee
- Maintain a six-month schedule of Council meeting dates
- Maintain the roster of the Council members
- Maintain a repository that includes meeting notes, a log and status of issues discussed and elevated, and other such documents required by the Chair

Regarding the governance process oversight, the IG COUNCIL Facilitator has primary responsibility to:

- Promote effective communication and coordination processes between the IN.gov Governance Council and other governance committees, such as the IG COUNCIL Technical Steering Committee
- Continually measure governance processes and results, and recommend adjustments, as necessary, to ensure effective support of IG COUNCIL governance objectives

Council Member

Each member is expected to adhere to the meeting guidelines and participate in Council meetings. Council members or designated alternates are responsible to:

- Attend IN.gov Governance Council meetings
- Prepare for and proactively participate in Council meetings and activities
- Serve as a catalyst for change and support within the member's area of responsibility
- Actively offer insight and perspective to support and improve the implementation of IOT or Service Provider proposals, initiatives, or services
- Complete assignments accepted by the member
- Communicate with and provide representation for Agency business leadership

Scribe

The Scribe will rotate between all Council Members including the IGC facilitator. the Scribe has the responsibility for documentation of Council meetings. The IOT Facilitator will develop a schedule for this role.

The Scribe has primary responsibility to:

- Record and forward meeting notes to the Chair for review prior to distribution
- Document Council decisions and track action items

Meetings

Meeting Schedule

The IN.gov Governance Council will meet bi-weekly or monthly, or at other regular intervals agreed by the Council members. Special meetings may be scheduled at the discretion of the Chair.

Meeting Guidelines

The Chair will conduct each meeting in accordance to the guidelines prescribed below:

- The agenda with attached materials to be presented or discussed will be distributed in a manner to provide as much advance notice as possible, but no later than two days prior to the Council meeting. Topics not on the agenda may be discussed at the end of the meeting at the discretion of the Chair, time permitting, or placed on the agenda for the next meeting.
- All members are expected to regularly attend scheduled meetings and designate an alternate representative to attend on an exception basis, when the member is unavoidably unavailable

- All members should be prepared to actively participate in any discussions or decisions in the meeting
- Meeting notes are prepared and distributed within five days after the conclusion of meetings

Meeting Agenda

Recurring Agenda Topics

The IN.gov Governance Council meetings are intended to be an interactive exchange among IN.gov Program customers, IOT, and Indiana Interactive. Indiana Interactive representatives may be invited to attend as appropriate at the discretion of the Chair. Recurring agenda topics to be discussed in scheduled meetings may include:

- Enterprise performance of IN.gov Portal services
- Key IOT/Indiana Interactive initiatives, milestones or deliverables affecting multiple Agencies
- Agency progress / lessons learned in preparing for, or supporting IN.gov Program initiatives
- Council recommendations on strategies to improve delivery of web portal services or facilitate successful implementations of new initiatives within the program
- Opportunities for cross-Agency collaboration related to IN.gov Portal services
- Set agenda items for next meeting

Periodic Agenda Topics

In addition to the regularly scheduled Council agenda topics, the Council Chair may conduct sessions throughout the year to review and comment on topics, such as:

- State Technical Strategic Plan and IG COUNCIL Technical Steering Committee Reports
- IOT annual technology and operations plans and supporting initiatives
- Annual Customer Survey results
- Annual review of Service Provider's view of industry trends and innovation opportunities
- Summary of Agencies' Strategic Plans
- Changes to existing or new Enterprise IG COUNCIL Governance committees or processes
- Review and recommend updates to the IN.gov Governance Council Charter

Attendance

Council members or their designated alternates are expected to attend Governance Council meetings regularly. Each member will designate an alternate representative, in writing to the Chair. A Council member's designated alternate representative is authorized to attend IN.gov Governance Council meetings when the Council member is unable to attend.

Voting

Council members may choose to vote when adopting recommendations or taking action on matters before the Council. Each member has one vote and a simple majority vote of the members present and voting will be used to approve the recommendation or action. In the absence of a regular Council member, the designated alternate representative may vote on behalf of his or her agency on any actions

taken. A quorum of members must be present to vote on a recommendation or action, including the election of officers. A quorum is defined as two thirds of the voting membership.

The Chair will forward recommendations adopted by the Council to the IOT Program Manager for consideration and, if accepted, appropriate action to direct Indiana Interactive or IOT IN.gov staff. The IOT Program manager may escalate recommendations as appropriate to the IOT Executive Steering Committee. The Chair may also forward recommendations directly to the IOT Executive Steering Committee.

Council members will elect a new Vice-Chair at the first meeting held in each fiscal year, or as needed to fill vacancies. The Vice-Chair will be elected by a simple majority vote of the members present and voting.

Issue Management

Issues Resolution

Governance council may escalate web portal service delivery concerns. All issues will be properly recorded and managed in the Governance Council Issue Log.

Communication

Reporting

Meeting notes and actions (as appropriate) will be documented at each Governance council meeting. Following each meeting, the IOT Governance Facilitator will coordinate the review of this information with the Chair prior to distributing the information to the Governance Council members, and publishing it on the IN.gov Program website.

The IOT Governance Facilitator will also maintain the Council's log of recommendations and assist the Chair in preparing any periodic summary reports/presentations of the Council's progress as requested by the IOT Executive Steering Committee.

Charter Document Control

Document Maintenance & Repository

The IOT IN.gov Sharepoint Website and IN.gov Program Website (Launch date 10/16/2009)