UNIVERSITY OF CAMBRIDGE
Information Services

IT Governance

Minimum Standards of IT Provision and Integration

1 ISC Terms of Reference

The Terms of Reference for the Information Services Committee, as set out in Ordinances, specify that one of its duties is:

"5(h) to set, consulting the Councils of the Schools, Colleges and other institutions as necessary, minimum standards of service to be provided;"

The Committee has established the following governance processes to enable it to carry out this remit.

2 IT Service Catalogue

The introduction of a university-wide IT Service Catalogue will foster more structured ways of allowing for the discovery of services available to end user communities, be it staff members, students or visitors. Sections within the catalogue will be used to identify the different classes of service: core versus local versus experimental; school, departmental or college-based; or particular constituency targets such as staff or students.

Different policies and standards will apply to how services and offerings gain entry into the different sections of the catalogue, and depending on their status, different governance procedures may be necessary to regulate what is and is not included in each. The assurance of minimum standards of functionality and quality will be indicated by the service's position in the Catalogue. Entry into the Catalogue will act as a level of approval, a kind of 'kite-mark' showing adherence to a particular standard.

Core services, available to all, will typically be provided by the UIS or other major IT service providers across the University, and will represent a minimum guarantee of reliability and service level delivery. Such services will guarantee a level of commitment, management, design quality and secured funding to a specified minimum standard.

Local services may be available to a more restricted community, such as within a College, department or for a particular course. Service levels for these offerings will be appropriate for the context within which they are provided, but may not be supported for more widespread usage.

Community offerings, representing experimental, pilot or casual offerings might be listed in a 'pot luck' section of the Catalogue, where service levels and quality may be *ad hoc*. Whilst some control over what is listed here may need to be exercised, offerings here would be used at the users own risk. However, this could be an ideal place for sharing developing and innovative ideas with the community, and might foster collaborative development of new facilities and tools which might be worked up into core or local services in time.

Early plans for new services should be shared through the IT Service Catalogue to enable institutions to comment at an early stage of design, and the ability for users to 'rate' existing services, similar to many consumer websites, would be a useful feedback mechanism.

3   Governance

As part of its engagement with the IT, academic and administrative communities across the Schools and Colleges, the UIS will establish and hold regular Engagement Meetings with representative groups across these communities to engender consultation, collaboration, and consensus on IT issues and future developments within the IT sphere. The Engagement Meetings will be run on formal lines, with structured agendas and formal published minutes. Copies of the minutes of all such meetings will be submitted to the ISC for its review.

The UIS IT Service Catalogue will be used as an instrument to promulgate and guarantee minimum standards for the IT services available throughout the University. Sections for at least the following will be included:

- **Core Services** – available university-wide, with guaranteed minimum standards

- **Local Services** – available to local communities or specific constituencies, with specified local standards. Institutions would be able to substitute core University-wide services with local services provided these at least meet the minimum standards

- **Community Offerings** – available university-wide, but used at the user's own risk

The User Needs Committee of the ISC, under its delegated authority, will be responsible for advising and recommending minimum standards of service for IT provision to the ISC, based on advice provided by User Panels established for the purpose by the UIS, and other inputs including the expertise of User Needs Committee members. Day-to-day operation of its policies will be delegated to the Director of UIS, who will consult with the Schools' and Colleges' Engagement Groups to ensure the priorities of institutions are taken into account.

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