

# **City of Ann Arbor Information Technology Leadership Board Charter**

## **I. Introduction**

Information technology (IT) plays an important role in meeting the mission of the City. Given the increasingly critical role of IT, the complexity of current technology, and the nature of the City's management structure, a body is needed to advise and assist the Director of IT in guiding IT investments and management to provide the greatest benefit to citizens, service areas, partners, and employees. Through the Board's leadership, the City IT community speaks with a single voice on issues of common interest and benefit.

## **II. Purpose**

This charter establishes the City IT Leadership Board (the Board) as an advisory body to the Director of IT to provide leadership and vision in the planning, development, implementation, and review of the IT Service Unit's services and solutions. Through its leadership, the Board enables the various City service areas to collaboratively accomplish the mission of the IT Service Unit in a cost-effective manner that maximizes the return-on-investment capabilities of our employees and partners. The Board provides a leadership forum and governance structure for discussing issues — across organizational boundaries — of mutual interest, and creating and implementing plans for the City IT community.

## **III. Authority**

The Director of IT is delegated responsibilities for executing the duties enumerated in the charter. The Board derives its authority from the Director of IT.

## **IV. Membership and Participation**

- The Director of IT shall chair the Board.
- The Board membership will consist of the City Administrator, Assistant City Administrator, Service Area Administrators, Director of Human Resource Services, The City Attorney and the 15<sup>th</sup> District Court Administrator.
- Each board member shall designate one alternate, who will fully represent the Service Area Administrator in the member's absence. The designated alternate may attend regular board meetings as an observer only (and become a full member if the standing board member is not in attendance).
- Each board member shall make every effort to attend all board meetings.

## **V. Responsibility**

As the primary IT advisory body to the Director of IT, the Board's responsibility is to develop, support and recommend strategies and actions to the Director to guide the IT community.

The Board carries out this responsibility by:

- Advising and supporting the Director of IT in setting the strategic IT direction for the City in support of and aligned with the mission of the City and its service areas
- Advising and supporting the Director of IT in establishing and managing the City's technology funds in support of and aligned with the technology and financial goals of the City and its service areas
- Prioritizing strategies and projects as High, Medium and Low, in consultation with responsible Service Unit Managers, so as to provide a true indication of the areas that need to be addressed first.
- Ensuring strategies and projects are realistic and achievable during the life of the Information Technology Strategic Plan
- Supporting IT-related standards, policies, and procedures
- Raising and discussing issues of importance to multiple service areas and service units
- Promoting communications and collaboration around program and IT-related issues across the City
- Promoting the efficient operation of cross-functional and cross-organizational business processes
- Establishing solution-focused collaboration teams, as needed, to address technology related issues affecting multiple service areas

## **VI. Solution-Focused Collaboration Teams**

Solution-focused collaboration teams are:

- Chaired by one or more executive sponsors who are members of the Board; the sponsor is responsible for ensuring inclusion of all interested parties, and for overseeing and reporting on the team's progress to the Board.
- Created by the Board to collaboratively analyze and develop solutions to specific cross-service area issues and to make recommendations to the Board; they are also disbanded by the Board once the solutions are in place and no ongoing governance is needed (teams may recommend their termination to the Board).
- Led by service areas or service units that show the keenest interest in solutions, have passion for an issue, and are willing to devote their efforts and resources to lead it.
- The teams will:
  - Guide and coordinate pilots, draft governance policy for review by the Board, and provide a forum for sharing lessons learned.
  - Be open to all service areas and service units, but service areas and service units are not mandated to attend if the topic is not of interest to them.
  - Update the Board periodically, as requested by the Board chair, on to-date progress

## **VII. Decision Making**

Recommendations to the Director of IT will be made by consensus of those present at each meeting. If a consensus cannot be reached, the pros and cons of opposing arguments will be submitted in writing to the Director of IT and documented in the minutes.

## **VIII. Number and Frequency of Meetings**

- The Board will meet regularly every twelve weeks.
- The Board will convene periodically for ad-hoc meetings on specific topics, as needed.

## **IX. Communication**

- At the end of each meeting, the Board will discuss future agenda items. The agenda will be electronically distributed prior to the meeting date.
- Meeting proceedings will be documented and posted, along with other relevant material, in an electronic form at a site to be made available to all board members.

## **X. Charter Review**

This charter will be reviewed on an annual basis and as needed to evaluate its effectiveness and to incorporate any improvements. Changes to the charter will be approved for recommendation to the Director of IT by a quorum of the Board members.