Madison College (MC)

Information Technology (IT)

Refresh Committee Charter

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**Authorized by: IT Shared Governance Council & CIO**

Document Control

| Version | Date | Description of Changes | Author/Editor | ApprovedBy |
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| 1.8 | 10/23/15 | Initial draft of charter to be finalized by Refresh Committee | Paul Thomas/ Wayne Reynolds | * Mir Qader (CIO)
* Informed: IT Council
 |

Table 1: Document Versioning

| Name | Type of Copy |
| --- | --- |
| Refresh Committee | Electronic + Paper |
| IT Shared Governance Council | Electronic + Paper |
| College Assembly | Electronic + Paper |
| President’s Cabinet | Electronic + Paper |

Table 2: Key Document Distributions

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Table 3: Key Document Contacts & Owners

Table of Contents

[Executive Summary 1](#_Toc430673888)

[Authority 1](#_Toc430673889)

[Mission statement 1](#_Toc430673890)

[Objectives 1](#_Toc430673891)

[Membership 1](#_Toc430673892)

[Term 2](#_Toc430673893)

[Meetings 2](#_Toc430673894)

[Operations 2](#_Toc430673895)

[Administrative Support 3](#_Toc430673896)

[Roles and Responsibilities 3](#_Toc430673897)

[References 3](#_Toc430673898)

[Appendix A 5](#_Toc430673899)

[Guidelines / Criteria for Priority of Refresh 5](#_Toc430673900)

[Appendix B 6](#_Toc430673901)

[Glossary of Terms, Acronyms and Abbreviations 6](#_Toc430673902)

# Executive Summary

The Refresh Committee is a group to manage and administer the yearly Refresh program of Madison College, District-wide.

# Authority

The Refresh Committee is an advisory and operational body supporting the IT Shared Governance Council, the IT Governance process of the College and the Technology Customer Service function of Technology Services department.

# Mission statement

To ensure that “Front-end” technology assets used by students, faculty and staff are replaced:

* efficiently,
* on a regular basis,
* cost-effectively,
* to avoid operational and security risk, and
* meets the functional and productivity needs of the College.

# Objectives

1. The Committee will advise Technology Services on refresh standards and the yearly refresh plan.
2. The Committee will ensure the appropriate due diligence/forecasting, cost estimates, prices and standards are set prior to performing any annual refresh.
3. The Committee will ensure that there is college-wide representation and communication on the process of annual refreshes.
4. The Committee will establish a set of guidelines to determine the priority of refresh of assets.
5. The Committee will ensure that equipment configurations definitions in common areas, such as, Labs, Classrooms or kiosks, are for maximum utilization of the environments (i.e., not for a subset of the user community).

# Membership

1. Nine (10) members
2. 1 Committee chair
3. 3 representatives from Technology Services (Asset Manager, Customer Service Manager, Desktop Engineering)
4. 1 faculty from School of Information Technology
5. 3 other faculty representatives
6. 1 representative appointed by Finance/Budget
7. 1 representative from the Student body

From time-to-time, additional staff may be included from other parts of the College, such as, the Library, Administrative functions, such as, Human Resource, Enrollment Center, CETL, etc.

# Term

1. All appointments are for 2 years, when possible (students[[1]](#footnote-1) may be an exception).
2. Initially, 5 of the seats will be one year appointments to stagger committee turnover.

# Meetings

1. Filling vacant committee slots happens in January of each year
2. One or two meetings in March and April to review the Refresh plans/Supported systems and submit comments.
3. Periodic/quarterly or other meetings on key topics/issues and status, as needed.

# Operations

The Committee will conduct its work using the Interest-Based Problem-Solving (IBPS) principles.

The Committee will plan for next Fiscal Year’s refresh before the next budget cycle is fixed to allow for adequate communication and feedback. Tentatively, the timeframe includes:

| Timeframe | Current Year’s Refresh (implementation) | Next FY’s Refresh (planning & budgeting) |
| --- | --- | --- |
| November-December | Start implementation planning of current year’s refresh. | Start planning process for next year’s refresh. |
| January-mid-February | Start contracting for implementation of current year’s refresh inventory | * Get user-community input/feedback on needs; evaluate current inventories; reconcile the information and define “Refreshable Inventory” of devices.
* Get desktop engineering & support input on appropriate design and configuration of devices and packages of software.
* Develop device counts and budgetary needs.
 |
| February | -None-  | **Communicate budget needs to “Budget” for inclusion in next year’s budget plans.** |
| March-May | * Start procurements and installation planning.
* Start replacements.
 | March: Budget prepares College budget papers for Board Approval in April |
| June-July (August) | Continue replacements. | Make budgetary and inventory adjustments for next year, if actual funds are different than planned or due to any other changes. |

# Administrative Support

Technology Services, Technology Customer Service area will provide administrative support, which includes:

* Scheduling meetings (at least 1 week in advance of a meeting).
* Distributing agendas and other information (at least 2 days in advance of a meeting).
* Taking notes/minutes.
* Providing data for the yearly refresh plan.
* Coordinating communication with other members of the Refresh Committee College-wide.

# Roles and Responsibilities

| Role | Responsibility |
| --- | --- |
| Technology Services, Customer Service Manager | * Administration and execution of the yearly refresh plan and projects.
* Establishing and communicating standards, configurations, prices.
 |
| Procurement and Technology Services Department | Handle all purchasing of devices according to the established procurement guidelines and technology standards. |
| Technology Services Functional Manager and Technology Services Department | Maintain an accurate, up-to-date inventory of assets; assess Refresh budget updates. *Budget updates should include costs due to new equipment/assets added to the College environment as a result of grants or other special projects, such as, facilities expansions/reductions.* |
| Budget | On a yearly basis, the budget for Refresh will be reviewed and, if needed, adjusted to take into considerations changes in the number of assets and associated costs, assuming the budget position and defined priorities of the College can support the changes. |

# References

* Refresh Policy
* Front-End Device Refresh Standard
* Device Purchase Justification Standard
* Current Refresh Periods Standard

# Appendix A

### Guidelines / Criteria for Priority of Refresh

|  |  |  |
| --- | --- | --- |
| **🗹** | **Guideline** | **Priority** |
|[ ]  Asset age or configuration causes a justifiable risk or bottleneck for the College, such as:[ ]  inability to provide the services of the College or[ ]  security, vulnerability or compliance risks expose the College. | 1 |
|[ ]  Age of asset is beyond industry standards and best practice. | 2 |
|[ ]  Assets are in high demand/utilization areas e.g., labs, TelePresence rooms, etc. | 3 |
|[ ]  Time sensitivity – replacement of assets has to occur soon. | 4 |
|[ ]  Student focused/impact | 5 |
|[ ]  Faculty/staff focused/impact | 6 |
|[ ]  Not replacing asset causes increased need for support staff and overall costs of maintenance. | 7 |
|[ ]  Other? | 8 |

# Appendix B

### Glossary of Terms, Acronyms and Abbreviations

| Term, Acronym, Abbreviation | Explanation |
| --- | --- |
| Best Practice | A technique or methodology that, through experience and research, has proven to lead reliably to a desired result. A commitment to using the best practices in any field is a commitment to using all the knowledge and technology at one's disposal to ensure success |
| CIO | Chief Information Officer |
| “Front-end” devices | PCs, Laptops, Monitors, Printers, A/V Equipment, etc. |
| “Back-end” devices | Data center equipment, network equipment, servers, routers, switches, etc. |

1. For student representation, consider inviting Senate members or Wolf-Pack Techies, etc. [↑](#footnote-ref-1)