

THE CLAREMONT COLLEGES

CHARTER
FOR THE
WORKDAY GOVERNANCE COMMITTEE
(WGC)

April 30, 2019

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1. INTRODUCTION

This document establishes the charter for the Workday Governance Committee (WGC) for The Claremont Colleges (TCC). The charter defines the purpose, responsibilities, operation, meeting frequency, and membership of this group which will oversee central TCC Enterprise Resource Planning (ERP) or administrative system strategy, projects, resources, recommended funding, and improvement efforts.

An Enterprise Resource Planning system is an integrated solution for managing internal and external resources of an organization. Typical components of an ERP may be used to manage such things as student information, financial resources, human resources, physical assets, and more. ERP systems consolidate all business operations into a uniform and enterprise wide environment, facilitating the flow of information between business functions. As ERP development, enhancement, implementation, and operational initiatives continue at TCC, it is essential to promote a unified long-term strategy and vision that fosters integration, efficiency, collaboration, and process improvement. This charter establishes the committee to direct and oversee the systematic evolution of TCC's ERP systems strategy.

2. PURPOSE

The purpose of the Workday Governance Committee is to consider how to best use technology resources to meet joint institutional objectives, maximize the benefits derived from these applications, and support the efficient use of all TCC ERP resources. The committee is accountable to deliver increasing value to TCC community through the deliberate and effective administration of TCC's mission-critical administrative functions. The WGC makes decisions related to ERP policy, process, and investment, prioritizing those efforts which have the greatest impact on TCC's success. The committee has shared accountability in the delivery and support of this strategic information technology. Committee members represent the entire TCC community. When making recommendations, they are charged with taking into account the entire community and not just the individual goals of their units, departments, divisions or institutions.

The WGC is an appointed subcommittee of the Information Technology Steering Committee (ITSC) and serves at the pleasure of, reports to and is directly accountable to ITSC.

The specific purpose of the committee is to:

1. Develop and manage investment in ERP
 - a. Prioritize the project portfolio
 - b. Recommend portfolio funding
 - c. Recommend to the ITSC, Business Finance and Administrative Committee (BFAC) and Council the release of funds to projects with approved project plans
2. Be accountable to ITSC and Council for delivery of ERP results
3. Oversee the ERP projects portfolio
 - a. Ensure best practice management
 - b. Identify and resolve major issues
 - c. Manage risk/reward
 - d. Start/stop authority for projects
4. Approve policy relating to use of ERP components
5. Ensure the development of disaster recovery and business continuity plans specific to TCC ERP components
6. Take responsibility for securing ERP data and information assets
7. Ensure TCC is getting the best value for its ERP investment dollars
8. Resolve conflicts should they arise

3. RESPONSIBILITIES

1. Purview over all central ERP services at TCC.
2. May and will delegate these responsibilities, fully or in part, as it sees fit.
3. Usability and functional cost/benefit is a strong central focus of governance. User satisfaction will be a key component of marking our success.
4. Develop a clear strategic plan for core enterprise systems and data repositories across TCC.
5. Advise ITSC and The Claremont Colleges Services' (TCCS) Business Services Unit (BSU) as to the development of the strategic technology plan for ERP systems.
6. Advise the ITSC, BFAC, and Council on funding required to execute ERP projects.
7. Lead and champion institutional initiatives and projects.
8. Keep the community, other committees, and stakeholders informed of the strategy, status, benefits, enterprise risk management, legal and priorities of ERP systems and projects.
9. Establish policies and priorities related to the selection, implementation, and operation of ERP systems.
10. Ensure compliance to best practices when defining process and policy related to the implementation and operation of ERP systems.
11. Develop criteria by which projects will be evaluated and prioritized.
12. Review project portfolio and evaluate requests and priorities to ensure focus on the highest needs of TCC.
13. Approve release policy (including prioritization criteria and approval guidelines) and schedules.
14. Ensure that staff resources are identified, trained, certified, and available to the project teams.
15. Resolve inter-unit scheduling and resource conflicts.
16. Resolve project and inter-unit process and policy conflicts.
17. Evaluate approved projects at each major milestone and either approve continued work, make change recommendations, or terminate the project.
18. Ensure quality of project outcomes.
19. Advise ITSC and BSU on major software contracts.
20. Advise BSU on standards for application and database software, architecture, and direction.
21. Advise appropriate TCC offices on training and staff development for the use of ERP systems.
22. Recommend and help develop systems and measures for quality of product, documentation, and support.
23. Approve guidelines and standard templates for project documentation.
24. Conduct industry analysis on the health and status of vendors to ensure business continuity and continued viability.

4. COMMITTEE OPERATION

The committee will maintain a record of its activities and documentation for any subcommittees, ad-hoc committees or ITSC to use as a resource.

5. REPORT TO ITSC AND COUNCIL

Recognizing the importance of ERP to the functioning of TCC and that ultimate oversight of major ERP decisions and policies lies with ITSC and Council, the committee will provide Council members with periodic executive summaries of committee deliberations when appropriate and will directly report to ITSC and Council as necessary.

6. MEETING FREQUENCY

The committee will have at least four meetings yearly in addition to ad hoc sessions as needed. Initially, bi-monthly meetings are planned. Working groups for specific projects may be formed from the committee membership and others as

needed to focus on specific projects requiring additional meetings and support. The working groups will report information and recommendations back to the committee.

7. CHANGES TO THIS CHARTER

This charter will be reviewed and approved by the WGC. The charter may be updated based on need. Changes to the charter will be coordinated by the committee and approved by the ITSC.

8. MEMBERSHIP

All WGC members are voting members and generally are also ITSC members unless the Committee votes otherwise. Committee members will make every effort to attend meetings as continuity is critical to success of the effort.

1.1. WGC Tenure

Membership is appointed annually in August for a one-year term starting in September. Membership will rotate only as required. The Vice President of Finance and Administration and Treasurer of TCCS shall be a permanent member of the Committee. The Chair and Vice Chair of ITSC shall be members of the Committee.

Requirements for WGC Members

Members must:

1. Have home organization approval to commit time
2. Demonstrate an understanding of ERP systems
3. Be empowered by executive leadership
4. Support the purpose, objectives, and strategy of the committee
5. Commit to attending meetings and following through on assigned responsibilities in a timely manner
6. Be willing to change current business practices and policies
7. Be willing to consider other points of view and understand the needs of other units
8. Have authority to commit the resources of the units they represent
9. Support the decisions of the committee
10. Regularly attend meetings or be subject to being replaced. Attendance cannot be proxied.

1.2. Committee Chairpersons

The Chair will be a member of ITSC and will serve a two-year term beginning in September followed by an elected Vice Chair who has also served for two years.

1.3. Voting

Decisions are made by majority vote.

1.4. Ex-Officio Members & Guests

The Chairperson may designate ex-officio and non-voting members as needed to fulfill the needs of the committee. The Chairperson may invite guests to WGC meetings to further the interests of the Committee.