

Desktop & Classroom Technology Standards Committee
Ferris State University
Committee Process Under Review - 2010
Creation and Review of Technology Standards

The Desktop and Classroom Technology Standard's Committee is responsible for the process involved in creating new standards and reviewing existing standards that fall within the scope of their authority. This document outlines the general processes to follow for the creation and review of standards.

1. Creation of New Standards

- a. Any member of the Ferris community may make a request for new classroom or desktop technology standards. Requests shall be submitted through the Standard's committee web site. *Appendix A* provides the list of questions the requestor should answer for the committee's review.
- b. The request will be added to the next meeting agenda. The committee will review the request and decide if this is the appropriate committee to address the request.
 - i. If not, the committee will notify the requestor and inform them of the proper action to take to move forward on the request.
 - ii. If yes, proceed to step c.
- c. The committee may create a Task Force to take action on the request.
- d. The Task Force will be given a charter that explains the scope of work to be performed. *See Appendix B.*
 - i. The Task Force will be expected to provide opportunities for the campus community to give input before selecting a product or standard.
 - ii. The Task Force will report their findings to the Task Force sponsor. They may also be asked to provide a presentation to the committee. *See Appendix C.*
- e. The committee will review the recommendation of the Task Force and vote to approve or disapprove the standard.
 - i. If approved, the committee chair will post the standard on the web site for a 30-day University review.
 1. If no objections are made, the committee chair will post the new standard on the current standards web site with the creation date.
 2. The committee will review any objections and take appropriate action to resolve them if necessary.
 - ii. If disapproved, the committee will decide whether or not to send it back to the Task Force for revision or decide on another appropriate action.

2. Review of Existing Standards

- a. Any member of the Ferris community may request a review of an existing standard. The request for review will be added to the monthly meeting agenda. The committee will decide whether or not to move forward with the review.
- b. All standards will be reviewed on an annual basis. The review will be staggered so a manageable amount of standards are reviewed at the monthly meeting. *See Appendix D.*

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- c. During the review, the committee will make one of the following decisions:
 - i. If there are only minor changes that do not require input of the campus community, the task of reviewing the standard may be assigned to one or more committee members to review and make revision recommendations to the committee. Once approved by the committee, the standard will be posted on the campus review web site for 30 days. If no objections are made, the standard will be posted on the web site for current standards with the updated version number and revision date.
 - ii. If major changes need to be made to the standard, a Task Force may be assigned to review the standard and make a recommendation to the committee. Each Task Force will be expected to gather input from the campus community. Once approved by the committee, the standard will be posted on the campus review web site for 30 days. If no objections are made, the standard will be posted on the web site for the current standards with the updated version number and revision date.
 - iii. If no changes are necessary, the standard will be placed on the campus review web site for 30 days. If no objections are made, the review date will be added to the bottom of the standard and the review is considered complete.
 - iv. If any objections are made during the review process, the 30-day review will start again after modifications are made and approved by the committee.

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Gathering Input from the Requestor for New Standards Requests

The following is a list of questions that need to be answered by the requestor for new standards requests.

Establishing a new standard is a labor intense operation. In order to ensure standards are created for the right technologies, the following criteria have been set to assist with the decision to submit a standard request to the Desktop and Classrooms Technology Standard's Committee:

- The proposed standard must have a large university impact
- The proposed standard must have an impact on desktop or classroom technologies
- The review and selection requires the efforts of more than one department external to ITS

In order for the committee to review a new standard request, the requestor must fill out the following questionnaire.

- DRAFT**
1. What functionality is being requested?
 2. How many departments would benefit from the standard if it were created for this request? One, 2-5, 5-10, all
 3. How many colleges would benefit from the creation of a standard? One, 2-3, 4 or more
 4. Does any part of the proposed standard require central funding?
 5. How would the standard contribute to the goals of the University?
 6. Please provide the name of two products you feel would meet the need of what is being proposed for the campus-wide standard.
 7. How would the proposed standard impact desktop or classroom effectiveness?

Task Force Charter

	Task Force Name:		
	Task Force Leader:		Task Force Sponsor:
	Task Force Completion Date:		
	Team Members		
Customers who will be receiving the Product:			
Stakeholders	Who	Responsibilities	
Business Objectives	Describe the business need:		
Project Objectives	The customer should expect:	Measures:	
Deliverables	What	Who	When
		List of training needs	
Budget	Beginning:	Spent:	Available:
Assumptions			
Final Approval	Task Force Sponsor:		Date:
	Task Force Leader:		Date:

Task Force Findings Report

Below is an example of the report format to be followed by the Task Force.

TASK FORCE FINAL REPORT

Project Scope

Copy here the scope of project provided by the Standard's committee. What is the end product the committee would like to see.

Project Milestones

1. Copy milestones provided by the committee here
2. Text

Task Force Members

Sponsor - name

Leader - name

Member - name

Origination of Project

Copy origination summary of the project from the request as interpreted by the committee here.

Definition of Terms

List out terms that require a definition in this area

Deliverables

1. List each deliverable under its own heading and explain what has been done and if it is complete.
2. Add attachments related to the deliverable to the report.
3. Projected training needs should be included.

Supporting Data

Provide information from data gathering activities performed during the review. This includes information web site links, survey data, product review findings, input from faculty, etc.

Other General Issues

1. List items here that may have been uncovered as the task force performed their duties
2. Text

Summary

Summarize the Task Force's recommendation here.

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Appendix D

Standards Review Schedule

Standard	Review Month	Notes
Required Desktop Hardware Standards	January	Typically performed by Computer Technology Services
Required Laptop/Notebook Hardware Standards	February	Typically performed by Computer Technology Services
Tablet PC Standards	February	Typically performed by Computer Technology Services
Standard Software Load Recommendations	April	
Wireless Standards	April	Typically performed by Enterprise Technology Services
Non-Multifunctional Printer Recommendations	May	
Handheld Computing Devices	October	
Classroom Performance System (CPS)	December	

*Note: The following standards do not require an in-depth annual review. They are performed by the appropriate department as-needed.

Standard	Responsible Department	Notes
Browser Add-in Recommendations	ITS/APPS	Recommendations change as updates/upgrades are made.
Change Management Process	ITS/Managers	Internal ITS process made available to the campus community for informational purposes.