

APPENDIX B

STANDARDS REVIEW PROCESS

By its very nature, the CSU campus environment is one that fosters change. It is expected that this environment will be a constant source of ideas regarding the use of new technologies as well as ideas for new uses of existing technologies. This document¹ suggests a mechanism for updating of the technical standards and performance metrics so that the students, faculty and staff continue to thrive as a result of CSU's providing current technology and quality of services which meet the program needs of its various constituencies.

In order to be effective, the process must be able to accomplish two basic tasks. First, the process must be able to address the fact that existing standard technologies and support services may undergo incremental changes, and there must be a mechanism for adopting these changes into the CSU standards. Second, the process must provide for the introduction of new technologies and support services into the CSU.

The proposed mechanism will capitalize on the oversight being provided by the CSU Commission on Technology Infrastructure (CTI) by establishing a group of technology review panels (see below) to operate under the auspices of CTI and to serve as forums for the review of technical and service standards and metrics. These panels will review the established technical standards and service metric levels, and forward to CTI recommended revisions. Approval authority for changes will rest solely with CTI with ratification by the Technology Steering Committee and the Executive Council.

REVIEW PANEL STRUCTURE

Review of the standards and metrics will be an open process that utilizes a set of representative review panels as described below:

Commission on Technology Infrastructure a (CTI)

The primary oversight group will be the Commission on Technology Infrastructure (CTI). The role of CTI is to advise and recommend policies and strategies to the Chancellor and the Executive Council through the Technology Steering Committee (TSC). The scope of CTI's responsibilities is to focus on recommending policies and strategies involving the development, maintenance and currency of a

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comprehensive and cohesive technology infrastructure within and among all CSU campuses.

For the purpose of maintaining technical currency and quality support services, CTI will enlist the support of a group of review panels. These panels will focus on specific components of the CSU infrastructure and TII products and services and will forward recommendations to CTI for updating the standards and performance metrics.

The following are the panels to be established during the initial implementation of the TII. As the infrastructure evolves, the panel structure may be altered at the discretion of CTI.

1. Physical Infrastructure and Network Technology Panel

The standards for the inter-campus and intra-campus physical infrastructure are outlined in the Intra-Campus Infrastructure Plan. The panel will be responsible for reviewing and updating these standards as needed. Additionally, this panel will be responsible for reviewing and periodically updating the CSU's Telecommunication Infrastructure Planning (TIP) Guidelines.

The standards for the inter-campus and intra-campus data, voice and video network are outlined in the Inter-Campus Infrastructure Plan. This panel will be responsible for reviewing and updating these standards.

2. Workstation Technology Panel

The standards for workstation hardware and software are outlined in the Workstation Environment section. This panel will be responsible for reviewing and updating these standards. Additionally, this panel will be responsible for reviewing and updating the standards related to the Unified Messaging System (UMS).

3. Operations and Support Services Panel

The standards for operations and support are outlined in the Operations and Support Services Strategies section. The Operations and Support Committee will be responsible for reviewing and updating these standards and performance metrics.

Panel Composition

Each CTI review panel will be chaired by a campus CIO who is a member of CTI. Each panel will be composed of eight CSU campus representatives. Campus representatives will be appointed by the CTI chair and serve two-year terms.

Panel Meetings

Each CTI review panel will convene a minimum of four times per year. Each meeting will be publicized and conducted in compliance with all applicable California open-meeting laws.

Solicitation of Campus Input

Each CTI panel will establish a procedure and schedule for reviewing those standards and performance metrics for which it is responsible. It will also develop a mechanism for soliciting campus input related to revision of the standards and performance metrics for which it is responsible. The schedule will take into account any established CSU technology refresh cycles.

Assistance from Professional Consulting Services

At its discretion, CTI may enlist the services of outside consultants to provide planning and technical guidance not available within the CSU.

Criteria for Changing the Standards and Performance Metrics

The standards and performance metrics are comprised of two basic components. The first are technical performance characteristics and interoperable requirements, some of which are regulated nationally and/or internationally, and others that are established by professional associations and industry leaders. The second component is characterized by a less formal set of operational guidelines, practices and service levels that are established by the CSU.

When deliberating on whether to accept a suggested change to the standards and/or performance metrics, the panel will require the proposing party to provide:

- A brief general description of the proposed standard revision, addition or deletion;
- Actions required to implement the proposed change;
- A description of the estimated costs and benefits (programmatic and financial) of the proposed change;
- An estimate of the number of users to be affected; and,
- A suggested timeline for implementation or phase out.

The criteria for acceptance of any given proposal by CTI and its panel may include, but not be limited to, the following:

- Compatibility with existing standard technologies and/or performance standards;

- Compliance with regulatory mandates;
- Compliance with applicable national and international standards;
- Advisory input from contracted technical consultants;
- Cost of acquisition and implementation;
- Risk factors and potential cost of failure to implement the proposed change;
- Transitional shifts of technology occurring in the industry;
- Quality/past performance of products to be adopted;
- Impact (programmatic and financial) on support staff training;
- Impact (programmatic and financial) on end-user training;
- Impact (programmatic and financial) on post-training, end-user support; and,
- Relative benefit to the CSU academic and/or administrative programs.