

TeamDynamix Collaborative Board Charter

Purpose:

This charter establishes the TeamDynamix Collaborative Board (TDX-CB) as a permanent governance group with reporting obligations to the IT Leadership Team (ITLT). The board is responsible for providing a forum to discuss the strategy and tactics for utilization of the TeamDynamix platform at the University of Illinois and fulfilling a shared service ownership role. On behalf of University of Illinois TDX stakeholders, the purpose of the board is to provide a coordinated approach to:

- Solicit, discuss, document, and prioritize service issues and associated product enhancements requests
- Solicit, discuss, document, and prioritize requests for third-party integrations
- Manage vendor relationship with TDX, including licensing review and contract renewals or adjustments
- Coordinate Service Management activities for TDX across the system
- Globally administer the U of I TDX Work Management and Integration Platform products
- Communicate major version releases and their impact to U of I TDX administrators/stakeholders
- Define service key performance indicators (KPIs) and gather and report on appropriate metrics to ITLT and other U of I stakeholders

Authority:

The TDX-CB is an advisory and administrative coordination group. The board serves as a focal point to review service issues and ensures that proposed solutions are reviewed and functionally vetted. It provides guidance to other IT and university business organizations on the priorities of changes and enhancements to TeamDynamix. The TDX-CB provides oversight of functional committees responsible for global administration of, integrations with, and training/communications for the TeamDynamix application. Board members should participate in coordinating projects or communication plans generated through the administration or enhancement process. On behalf of the ITLT, the board is empowered to engage with TeamDynamix to discuss licensing, pricing, and contract renewals and provide recommendations on these aspects to ITLT for appropriate actions.

Permanent committees on the following topics will be staffed by members of the university community with expertise/responsibilities in the specific topic and will report to the TDX-CB on at least a quarterly basis:

- Global Administration
- Communications & Training
- iPaaS Governance

The board may charter additional subject-matter working groups to examine challenges and opportunities and develop solution recommendations to improve IT and enterprise service management. The recommendations of these working groups will be discussed by the TDX-CB for acceptance, revision, and final recommendation to ITLT.

Goals:

- Represent core stakeholder groups in the discussion and review of system issues, enhancements, third-party integrations, or global changes.
- Create and submit enhancement requests to the vendor
- Develop strategies and review proposed timelines for the implementation of global changes

- Provides required client sign-off for vendor enhancements and/or global changes
- Communicate discussions and decisions to representative areas
- Serve as a CAB (change advisory board) to review and approve requests for global changes, in collaboration with the respective universities' change processes.
- Collaboratively develop strategic recommendations and feedback on how the TDX platform can be leveraged to meet the university system's or individual university's ITSM, ESM, and PPM goals (including IT end user services)
- Within the scope of the TDX platform, identify and make recommendations with respect to opportunities to partner on the delivery of university system-wide service management best practices to advance university operational excellence
- Seek feedback and actively participate in discussions about risk and opportunities for the service
- Oversee inventory and documentation of model collaborations and best practices in leveraging TeamDynamix for the delivery of Service Management and Portfolio Management.
- Attend or send representatives to, and communicate findings about, annual vendor conference (TDX Converge).

Deliverables:

The board will:

- Submit status reports to ITLT on at least a semi-annual basis, including any recommendations for ITLT membership to evaluate and consider. These reports will identify specific activities being conducted in each quarter along with outcomes and progress indicators of each activity.
- Provide timely information on time-sensitive and/or high-impact changes to relevant committees.
- Manage shared repository of status reports by TDX-CB and relevant committees. Ensure reports are shared on at least a quarterly basis.

Meetings:

The TDX-CB will meet at least monthly on a perpetual basis at a time determined by the membership. Meeting agendas will be driven by IT Service Management (ITSM), Enterprise Service Management (ESM), or Project Portfolio Management (PPM) topics with institutional scope requested by the ITLT or by team members on behalf of their respective constituents.

- Meetings will be held via web conference.
- Actions can be taken without meetings and by coordination via email or Microsoft Teams.
- Participation in leadership meetings may be required for resolution of some issues.
- Agenda items and meeting materials should be submitted 3 business days prior to the scheduled meetings.

Composition:

The board will consist of a balanced representation of University of Illinois Springfield, University of Illinois Chicago, University of Illinois Urbana-Champaign, Health Sciences, and University of Illinois System. Where applicable, representation includes the university-level TDX Advisory Groups (TDAG). Members of this team must be sponsored by a member of the ITLT and will serve for a minimum of one year, to be evaluated annually. The chair or co-chairs of this board will initially be appointed by the ITLT for a term of one year but may not serve consecutive terms without the consent of the board membership. Future board chairs will be appointed by the board membership, subject to ITLT approval, and should not serve more than two consecutive one-year terms.

- 2 voting representatives from UIC
 - 1 from Technology Solutions
 - 1 from UIC TDX Community
- 1 voting representative from UIS ITS
- 2 voting representatives from UIUC
 - 1 from Technology Services
 - 1 from UIUC TDX Advisory Group (TDAG)
- 1 voting representative from System Offices AITS
- Non-Voting Advisory Representatives:
 - 1 AITS System Administration
 - 1 UIUC Enterprise Service Management Office (ESMO)

Member Responsibilities:

To remain in good standing, all TDX-CB participants must:

- Attend at least three-quarters of all board meetings
- Actively participate in meetings and contribute to the goals of the board, as appropriate. Participation includes, but not limited to reading materials provided in advance and preparing as appropriate for meetings; proposing agenda topics; engaging in discussions during meetings; developing recommendations, reports, and other deliverables as needed; engaging in follow-up activities, if any, following meetings; and responding to requests for information, note-taking and feedback
- Actively participate in scheduled vendor meetings (product reviews, business reviews, demonstrations, etc.)
- TDAG representatives are responsible for facilitating communication/updates between TDX-CB and TDAG membership
- Assist, when appropriate, in providing updates during ITLT meetings

In addition, TDX-CB Chair must:

- Lead TDX-CB meetings:
 - Coordinate meeting agendas
 - Facilitate the regular meetings of the group in a collaborative manner
 - Ensure appropriate records of meetings are created and maintained
 - Schedule quarterly updates from chairs of reporting committees
 - Ensure flow of applicable information from TDX-CB to reporting committees
- Function as primary U of I representative with vendor:
 - Schedule recurring product and business review meetings with vendor
 - Receive U of I submitted product enhancement requests on a quarterly basis, and guide TDX-CB in prioritization
 - Initiate requests for product/feature demonstrations from vendor
 - Initiate discussions regarding licensing/services proposals, contract addendums, and contract renewals as needed
 - Raise/escalate concerns as necessary
 - Liaise with relevant U of I stakeholders as necessary in support of TDX service
- Ensure status reports are generated and placed in shared repository on an as-needed basis
- Function as TDX-CB representative to ITLT

- Prepare and deliver semi-annual status update presentations
- Prepare and deliver as-needed presentations/proposals for recommended service changes
- Facilitate TDX-CB membership changes

Charter Review and Status:

This charter will be reviewed and amended on an annual basis by the TDX-CB and presented to ITLT for approval.

V1.0 - Approved by ITLT, May 2021

V2.0 - Draft Revision submitted to ITLT, September 2022. Approved by ITLT, October 2022

V3.0 - Draft Revision submitted to ITLT, January 2025