

# NC AHEC IT Governance Charter

Adopted: 12/15/2021

Reviewed and Approved: 8/23/2023

## Purpose

The purpose of the NC AHEC IT Governance Group is to leverage the expertise of Regional AHEC leaders to vet, identify, and recommend statewide IT practices and development to meet the AHEC mission consistently throughout North Carolina. The IT Governance Group will share information, share regional input, and provide prioritization of AHEC projects based on their regional needs.

## Area

The IT Governance Group will focus on IT issues that impact and support operations across the NC AHEC Program.

## Inclusion

The IT Governance Group will include not more than two representatives from each Regional AHEC with one member well-versed on service line operations and the other member coming from the region's IT team (if available). A member of the Program Office's Practice Support team will also serve as part of the group.

The Associate Director of Statewide IT at the NC AHEC Program Office will serve as the Co-Chair of the IT Governance group. A member from the Regional AHEC staff will be selected as a Co-Chair and provide first line coordination with the Program Office Co-Chair and will serve in the guidance role in the absence of the Associate Director of Statewide IT. The individual providing first line support will be selected by members of the IT Governance group and will serve a two-year term.

## Members

Members are staff at each AHEC who have been selected by their AHEC Director to carry out and/or communicate the work of the IT Governance Team to the AHEC Director and the staff of their Regional AHEC. Members should have decision authority, broad accountability for, and/or understanding of the IT operations of their Regional AHEC.

## Duties

The NC AHEC IT Governance Group is charged to:

- Serve as a communication conduit between statewide IT and regional staff -- sharing regional updates to the IT Governance group as needed and updating regional staff on IT directions and initiatives
- Provide input for IT issues that have multi-regional reach
- Provide vetting, clarification, and prioritization for project proposals

- Identify and recommend statewide IT practices by bringing emerging issues and/or needs to the attention of the larger group.

## Directional Guidance

The Associate Director of Statewide IT the NC AHEC Program shall provide Directional Guidance. Responsibilities of this role, with support from the first line Regional AHEC appointed staff member, include:

- Votes as a member of the AHEC IT Governance Group.
- Prepares the Agenda and moderates the bi-monthly meetings
- Maintains contact information and attendance records for members of the IT Governance Group
- Captures and distributes minutes from the meetings.
- Facilitates the identification, operations, and evaluation of necessary working sub-groups. Assures sub-groups are efficiently completing assigned tasks and are staying on track.
- Manages process flow. Action/implementation of ideas/work will be the role of all members of the team.
- Manages progress towards the goals of the NC AHEC Program through effective communication, project planning, and identification of new opportunities.

## Meetings

- The NC AHEC IT Governance Team meetings are Bi-monthly Zoom meetings held on even-numbered months on the fourth Wednesday from 1:30-3pm
- Sub-committees, will convene in the most feasible time and place (including virtual), as decided by the majority of participants and in the most efficient manner to accomplish the tasks at hand.

## Member Responsibilities/Expectations

- Members of the NC AHEC IT Governance Team will be committed to the purpose of the group described in the Charter and share regional successes and lessons learned, best practices, and ideas for future endeavors with other members of the group and with their Regional AHEC staff.
- Members will contribute by speaking up to offer both pros and cons of any areas of discussion.
- Base Camp will be utilized for project management and communication and shall be utilized by all members.
- The IT Governance Group requires the participation of all members. Therefore, members are expected to attend no less than 75% of the bi-monthly conference calls on an annual basis. If a member cannot meet the attendance requirement, the leadership in their region shall find a replacement/representative.
- Members who attend 75% meetings are considered voting members.

## Accountability

The purpose, area, inclusion, membership, structure, duties, expectations, and directional guidance outlined in this document shall be reviewed and updated biannually, under the guidance and direction of the NC AHEC Program Director, the NC AHEC Regional Directors, and the NC AHEC Operations Team.

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