Systems Operations Committee

Purpose: The Systems Operations Committee acknowledges and accepts shared responsibility for the standardization, upgrade/maintenance support, adherence to standards, systems, processes and development of policies and procedures for security of administrative data. The committee:

- Encourages open communication and information sharing for issues, concerns, enhancements, and information that apply to functional offices, business processes, and administrative systems and data of Radford University.
- Serves as an advisory group pertaining to new administrative projects and systems that significantly impact functional offices and business processes of the University.
- Coordinates institutional resources (primarily project scheduling and personnel) to implement, integrate, upgrade, secure, test and support administrative systems.
- Reviews and prioritizes requests from the university community for enhancements of administrative systems to measure the impact of recommended changes on all areas.
- Reviews and recommends policies related to administrative systems.
- Continually identifies, evaluates, and enhances training needs and opportunities provided to the University community.
- Supports, implements, and communicates group decisions and policies to respective University departments and organizations.
- Collaborates with other committees and groups such as Data Standards to communicate administrative policies and processes as well as to solicit feedback to improve systems and processes.

Membership: Membership is comprised of Banner and other Application Data Owners and other representatives from administrative offices. These are considered the “voting members”. Guests may be invited as needed for input to key decisions. Where specific topics or policy recommendations dictate, the committee may form sub-committees and invite other members of the university community to participate.

The Director of Enterprise Systems will chair the committee.

The following administrative offices are represented on the Systems Operations Committee:

- Admissions (Undergraduate) - Director of Enrollment Operations
- Admissions (Graduate) - Director of Graduate Enrollment
- Advancement - Director of Advancement Services
- Financial Aid – Director of Financial Aid
- Registrar’s Office – Registrar
- Human Resources – Director of Human Resources
- Internal Audit – University Auditor
- Institutional Research – Reporting & Fac Data Warehouse Manager
- Finance – Controller, Director of Budget & Financial Planning
- Information Technology – Director of Enterprise Systems
- Student Affairs – Associate Vice President of Student Affairs
- New Student Programs – Associate Director
- Academic Affairs – Director of Academic Budgets
- Academic Advising – Appointed Representative
- CRM – CRM Administrator

Meetings: Members of the Systems Operations Committee will attend monthly meetings. Special meetings of the committee or sub-committees may be called as needed. A simple majority will adopt matters put forth for decisions. All members are asked to attend at least 75% of regular meetings or an alternate representative may be requested. A summary of all action taken by the committee will be sent from the committee chair to the executive sponsor following each meeting for review.

Executive Sponsor: Vice President & CIO, Division of Information Technology
Approved: May 26, 2015