

Concordia Administrative Information System

CAIS Charter

9/25/2002

0. Purpose

This document describes the basic organizational principles of the Concordia Administrative Information System.

1. Identity

1. The name of this organization is Concordia Administrative Information System [CAIS].
 2. The term Administrative Information System [AIS] refers to the SCT software and all of the computing equipment, ancillary software, and services required to make it functional.
 3. This Charter does not include the LCMS corporate Synod/Office of Information Systems.
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2. Organization

2.1. Mission Statement

Concordia University System owns and operates the Concordia Administrative Information System [CAIS] to provide support and services to the LCMS entities using SCT Banner software.

CAIS provides support and services that are accurate and of superior technical quality, available in a timely manner, and at a cost that is a good value.

CAIS accomplishes its purposes by maintaining a primary service center with competent staff, by encouraging mutual aid and cooperation among staff members at the various institutions, by facilitating the interchange of technical knowledge and experience, and by utilizing a participant-led governance model.

2.2. Scope

1. CAIS is a means for the common management of administrative software. To the extent that broader technology issues affect the operation of administrative software (e.g., networks), CAIS works with the relevant campus officers to resolve problems.
2. CAIS relates administratively to the campuses through the Project Managers [PMs] and Chief Information Officers [CIOs], and communicates with the campus presidents with a copy of the communication also directed to the PMs and/or the CIOs.

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2.3. Duration and Assets

1. The duration of CAIS is perpetual. The duration of the institutional commitments to participate in CAIS shall be for the duration of the maintenance agreement with SCT Corporation.
2. CAIS is a joint venture of the participating institutions. The participating entities have privileges and obligations as clarified below. In the event that CAIS dissolves, or an organization ceases participation in CAIS, it shall be the task of the Presidents' Board (the twelve LCMS campus presidents) to decide upon an equitable resolution of assets.

2.4. Governance and Administration

1. The campus presidents of the BHE/CUS serve as a governing board (Presidents' Board). Representatives of the institutions serve as a management group (CAIS PMs). Changes to CAIS policies, major strategies, and the annual Cost Model are approved by the CIOs before consideration by the Presidents.
2. Participating entities other than the BHE/CUS campuses share in management through the CAIS PMs but do not vote on CAIS matters in CIO meetings or participate in the Presidents' Board.
3. The CAIS operation is accountable to the BHE/CUS Board through the Executive Director/President of the BHE/CUS and the Presidents' Board (BHE/CUS campus presidents). The Chicago Service Center operates under the BHE/CUS Office.
4. The BHE/CUS Director of University Education serves as the liaison between the St. Louis BHE/CUS Office and the Director of the Chicago Service Center and the PMs and the CIOs. The Director of University Education also serves as the CAIS/LCMS Contract Administrator.
5. The Chicago Service Center maintains adequate staffing under the leadership of a Director, who reports to the Executive Director/President of the BHE/CUS. Other Chicago Service Center employees are accountable to the BHE/CUS Office through the Director.

2.5. Cost Model

1. The PMs prepare an annual Cost Model, the CIOs review and endorse the Cost Model, and the Presidents' Board gives final approval.
2. The Director of the Chicago Service Center develops an annual budget, based on the approved Cost Model.

2.6. Service Centers

1. The primary service center is the Chicago Service Center. This entity manages the relationship with SCT Corporation and Banner-related software/hardware vendors, organizes system-wide support activity, and is responsible for implementation and upgrades of the software included in the SCT Master Contract.

2. Secondary service centers exist at Mequon, St. Paul, Seward, and LCMS corporate Synod.

2.7. Documents

1. The Presidents' Board must approve all changes to this Charter (other than minor editorial corrections).
2. CAIS administration uses three basic documents:
 - CAIS Charter – this document.
 - CAIS Policy Manual – policies that govern operational matters.
 - Service Level Agreement – an annual contract between an institution and the Chicago Service Center.

3. Participation Terms and Conditions

3.1. Commitments

1. All organizations listed on the "Included Institutions" page of the SCT Master Contract (other than LCMS corporate Synod) are eligible to participate.
2. Organizations become signatories to this charter by communicating their commitment to the BHE/CUS Office and meeting the financial obligations.
3. If an additional entity listed on the "Included Institutions" page of the SCT Master Contract chooses to join CAIS, it shall be the responsibility of the Presidents' Board to appoint a special committee that is responsible for stating the terms, conditions, and costs.

3.2. Purchase

1. Participating entities purchase access to all modules, because the SCT Master Contract is an enterprise-wide Master Contract for all modules.
2. Participating entities are granted a license to run the software included in the SCT Master Contract, its Amendments, and all other software purchased by CAIS on behalf of the institutions (subject to the specific terms of those joint purchases/licenses).

3.3. Resale of Services

1. The SCT Master Contract requires that SCT give prior approval before SCT software is used to service any entity not named on the "Included Institutions" page of the SCT Master Contract. Any campus considering a resale of software services must present the proposal to the CIOs and the Presidents' Board (as information) and to SCT (for approval) before making commitments.
2. If a campus receives permission from SCT to serve new customers, such customers relate to CAIS through the campus and do not become participating entities.

3.4. Service Level Agreement [SLA]

1. Each participating entity shall annually sign a Service Level Agreement [SLA].
2. The SLA is a contract that lists all of the hardware, software, and support required to operate the AIS and indicates how each party provides these items. This document presents an itemized list of rates, actual charges, and estimated charges that will be payable to the Chicago Service Center.

3.5. Staff and Mutual Aid

Because committed and skilled staff is the most crucial resource in this enterprise, each participating entity pledges to:

- Provide adequate resources to manage the local AIS.
- Provide adequate measures for staff development and retention, particularly educational and skill-building opportunities.
- Allow staff to serve as consultants to other CAIS institutions, when local conditions permit. Sharing special competencies in lieu of hiring outside consultants is a distinctive strategy of the CAIS enterprise.

4. CAIS Project Managers

4.1. Activities

1. The CAIS PMs manage the Administrative Information System within the scope of established strategic plans and the most recently adopted CAIS Cost Model.
2. The PMs maintain a Policy Manual that documents operational policies and procedures. This document is subject to periodic review by the CIOs and the Presidents' Board.
3. The PMs recommend changes to the policies and Cost Model

4.2. Voting members

1. Each participating BHE/CUS institution has one vote.
2. The CIO of each participating institution appoints the attendee (normally the Banner Project Manager).

4.3. Regular non-voting members

1. LCMS corporate synod representative
2. Director of the Chicago Service Center
3. BHE/CUS Director of University Education
4. CUEnet representative

4.4. Other advisory participants

1. Any non-participating BHE/CUS schools (at their own expense)
2. Consultants and other guests (by invitation only)

4.5. Officers

1. The PMs annually elect a vice chair. The previous year's vice chair becomes the chair and the new vice chair becomes the new chair-elect. New officers assume office on July 1.
2. These officers perform the customary functions associated with their positions. CUS and/or CAIS staff prepares minutes and reports, and these are approved by the Chair and the Director of the Chicago Service Center before publication.

4.6. Meetings

1. The PMs meet no more than three times annually in person and communicate at least once per month electronically. One of the PM in-person meetings is held jointly with the CIOs.
2. Meeting expenses for voting representatives, the Director of CAIS, and the BHE/CUS Director of University Education are charged to participating BHE/CUS institutions on an equalized basis, as explained in the Travel Equalization Policy in the CAIS Policy Manual.
3. All minutes and appropriate reports are distributed to the PMs, the CIOs, the Presidents' Board, and are posted on the CAIS public website.