



External Review Service

Proposal

Using the AACSB accreditation process as a model, the AACSB Affinity Group “Technology in Business Schools Roundtable (TBSr)”, will conduct an IT External Review Service to assist the Business School in benchmarking their IT organization’s effectiveness and identify opportunities for continuous improvement.

The Service Offering:

- A customized review of your IT support functions by leading AACSB Accredited Business School IT Directors with specific recommendations for continuous improvement.
- A benchmark data comparison relevant to your organization.
- Access to the Technology in Business Schools Roundtable organization and resources.

This service is exclusively offered to current AACSB Accredited Business Schools.

Fees

TBSr offers this service free of fees to the host organizations. Review team members will be on volunteer status. The host organization will be responsible for reasonable travel expenses for the onsite visit.

Exclusions

- TBSr will not offer recommendations on the employment status of school personnel.
- TBSr does not offer security certification.

External Review Framework

There are many aspects of IT effectiveness that could be evaluated. TBSr has developed an outline that institutions can use to identify specific priorities for an assessment. These functional areas may include but are not limited to:

- Research Support
 - Computing & Data Requirements
 - Faculty Satisfaction
 - Business or University Library Resources
 - Research Software
- Classroom and Instructional Support
 - Classroom Equipment and Support
 - Distance education/support/course development
 - Physical and Virtual Labs
 - Software Compliance w/ Course specific software
 - Lecture Capture
- Administrative and Application Support
 - Departmental Support
 - Lab and Classroom scheduling
 - Applications & Data
 - Financial Systems
 - Course Evaluations
 - Contract Management
 - Data integration / Business Intelligence
 - Digital Signage
- Desktop support
 - Help Desk and Support Effectiveness
 - Equipment Lifecycle Management
 - Budget Responsibilities
 - Student Support
 - Mobile device support
- Infrastructure Management
 - Identity Management
 - Storage, Servers, Backup
 - Virtualization
 - Networking
 - Monitoring
 - Power Management
 - Phones
- Risk Management
 - Risk Assessment Process/Plan
 - Business Continuity/Disaster Recovery
 - Software compliance
- Metrics
 - Customer Satisfaction
 - Cost of Services
 - Data growth and management
 - Service levels
- Organizational Management
 - Budget Management
 - Vendor Relationships
 - IT Service Portfolio Management
- Governance
 - How are decisions made?
 - How are priorities set?
 - Where does guidance come from?
 - IT support and expenditures happening outside of the IT Department
- Event Support
 - Registration Systems/Scheduling
 - Equipment Loaners
 - Payment Processing
 - AV Technical Support/Setup
 - Video/Audio Recording
 - Speaker Management
 - Guest accounts
 - Planning/Project Management
 - Building Coordinator
 - Room management
 - Repairs / Facility Damage

The Review Process

1. Review Team Selection

TBSr will follow a process similar to AACSB's Peer Review Selection Policy. Appointments will be derived as follows:

- A. The Business School will designate a representative to coordinate and guide the review process for the College.
- B. The College will submit a list of comparable and aspirant peers and select one visit team member from that list.
- C. The TBSr Chair, in collaboration with the school representative, will appoint the team chair.
- D. The TBSr Chair selects one visit team member. This member may, but does not have to, come from the comparable schools list that was submitted by the applicant school.
- E. Consensus must be reached between the business school and the TBSr Chair on the composition of the peer review team as a whole.

2. Scope Definition

Using the External Review Framework as a guide, the External Review team chair will convene a discussion with the Team and the school representative to establish the scope of services to be conducted and priorities for the review.

3. Pre-visit documentation

Based on the agreed upon scope, the Review Team Chair will request particular documentation from the school for review prior to the visit. Common documents might include the College and IT Strategic Plans, IT budget and sources information, Organization charts, IT Personnel Roles and Responsibilities, Inventory information, Service Level Agreements, Customer Satisfaction Surveys, and a list of issues or concerns.

4. Pre-visit Benchmarking and third party expertise interviews

With concurrence from the school, the External Review Team will review relevant benchmark data and may interview additional institutions for common practices and insight on particular areas of focus.

5. On-site visit

It is expected that the Review Team will require a two day onsite visit to complete their analysis. The agenda for the onsite visit will be developed in partnership with the Review Team and the school. Common activities may include a facilities tour, data analysis, and interviews with selected IT Personnel, appropriate College leadership, committees, and faculty.

The afternoon of the second day will be reserved for a report on findings and recommendations to the school. It is our goal to complete the review tasks and provide final feedback and recommendations before departing the school.

Proposal Approvals

This proposal is subject to the terms and conditions as stated above. Acceptance of this proposal will authorize TBSr to proceed with the services outlined. The Business School agrees to compensate the review team members for reasonable travel and accommodation expenses related to this service.

All of the information discovered or provided in the process of this service is considered confidential between TBSr and the Business School. TBSr reserves the right to utilize an anonymous version any information obtained to add to the accumulated knowledge of the organization.

TBSr Chair

Business School Dean

About the Technology in Business Schools Roundtable

The mission of the Technology in Business Schools Roundtable (TBSr) is to meet the unique information technology challenges faced by AACSB-accredited business schools and colleges by fostering collaboration among the technology leadership of these business schools and colleges. Formed in 2004, TBSr has grown to over 70 member institutions throughout the US and Canada.

TBSr has a proven track record of providing opportunities for technology leaders in business schools to share ideas and best practices and offers collaborative opportunities with their colleagues at other AACSB-accredited business schools. TBSr promotes multiple methods for members to interact and engage one another - in person at TBSr, Educause, or AACSB annual meetings or virtually during online sessions of special interest topics throughout the year.

Since its formation, TBSr has conducted an annual survey of technology positions among AACSB accredited Business Schools. This survey represents the only detailed technology survey focused specifically on AACSB accredited Business Schools and offers a unique set of benchmark data available exclusively to TBSr members.

TBSr is governed by its member schools with one vote per member school. TBSr operates under bylaws ratified by its member schools. The TBSr Board is chosen once a year by a vote of member schools. Each year the terms of three members of the nine person board expire. The Bylaws allow a Board member to serve two consecutive three year terms before they must stand aside for at least one year.