



SharePoint 2013

Governance Plan

Version 5- February 2014



Revision and Signoff Sheet

Change Record

Date	Author	Version	Change reference
12/20/13	Belinda Mencarelli	1	Initial draft for review/discussion
01/13/14	Belinda Mencarelli	2	Version 2 for review/discussion
01/29/14	Belinda Mencarelli	3	Version 3 for review/discussion
02/06/14	Belinda Mencarelli	4	Version 4 for review/discussion

Reviewers

Name	Version approved	Position	Date
Laura Schmidt		CIMO	
Paul Burr		IT Manager	
Carrie Howard		IT Manager	
Tony Kiriluk		IT Manager	
Gary Beekman		IT Manager	
Beth Todd		Sr Business Systems Analyst	
Russ Hansen		BASIS Administrator II	
Dan Simpson		Sr. Business Systems Analyst	
Kelly Mullin		E-Gov Information Officer	

Signoff

Date

Signoff

Date

I. Table of Contents

Version 5– February 2014	<i>i</i>
1 Executive Summary.....	1
2 Introduction.....	3
2.1 Objectives	3
2.2 Audience.....	3
2.3 Scope.....	3
2.4 Risks / Concerns.....	3
3 Definitions.....	4
4 Governance.....	6
4.1 Governance Overview	6
4.2 Roles and Responsibilities.....	6
4.3 Site Structure	7
5 SharePoint Usage, Implementation, and Support.....	9
5.1 Scope of SharePoint Usage.....	9
5.2 Initial Site Creation, Customization, and Deployment	9
5.3 On-Going Site Management.....	10
5.4 Site Retirement	10
5.5 Special Use Cases.....	10
6 Communication Plan	11
7 Training	12

I EXECUTIVE SUMMARY

This SharePoint Governance Plan outlines the administration, maintenance, and support of Washoe County's SharePoint environments. SharePoint's scope for the County includes:

- County Intranet
- Team Collaboration and Communication¹
 - Project Plans
 - Calendars
 - Issue Tracking
 - Design Documents
- County Workflow
- Other Web-Based Applications Within the County, as Possible (i.e.: Learning Center)

It identifies lines of ownership for both business and technical teams by defining who is responsible for what areas of the system. Furthermore, it establishes rules for appropriate usage of the SharePoint environments.

An effective governance plan ensures the system is managed and used in accordance with its designed intent and to prevent it from becoming an unmanageable system. The management of an enterprise-wide system involves both a strategic, business-minded team to craft rules and procedures for the use of the system and also a tactical, technically-competent team to manage the routine operational tasks that keep the system running. Users of the system will be empowered by a support and developer community sponsored by the executive leadership and program managers.

The primary goals of this Governance Plan are to:

- Ensure that the SharePoint services are aligned with business objectives so that it continuously delivers business value.
- Establish and enforce standards and processes necessary to ensure managed operations and growth.
- Ensure adequate resource and management support for platform operation and growth.
- Maintain useful sites and content by establishing standards for quality and business value.
- Establish clear decision-making authority so standards are maintained and conflicts are resolved on a timely basis.
- Provide frameworks for driving platform value and advanced solutions into the organization.
- Create the people infrastructure to govern and support the SharePoint environments.

Future Direction:

It will be the responsibility of the SharePoint Oversight Committee (see definition on page 4) to collectively seek out business opportunities and user needs for continuous improvement. The team will ask questions such as:

¹ Accessible via the web and most operating systems.

How do we identify and develop improvements to business processes?

- What structures need to be in place to deliver this value?
- What areas of Washoe County processes require our focus in order to support growth or change?
- How can we align our activities with the goals of the County?
- Are there synergies that can be created between divisions, departments, and other projects?
- What groups are doing similar initiatives and how can we help?
- In what ways can we reduce inefficiencies and duplication?

2 INTRODUCTION

2.1 Objectives

The primary objective of this Governance Plan is to define a governing body for the usage and management of the SharePoint environments.

Other objectives are:

- Identify appropriate business owners who are willing to provide insight and direction for the SharePoint environments, and are able to drive strategic initiatives into their respective areas.
- Identify appropriate infrastructure (TS) resources to provide operational support for the system.
- Create an effective support system with proper channels of escalation for end users of the SharePoint environments.
- Communicate the need for technical support to the system in the form of technically talented employees both willing and able to customize, personalize and use SharePoint in a manner that fulfills Washoe County's priorities as identified by ITAC.
- Establish initial standards and procedures for using and maintaining the SharePoint environments.

2.2 Audience

This document is intended to be a living document and read by all members of the Washoe County SharePoint Oversight Team (SPOT) as well as all key users of the SharePoint environment (TS, business owners, site administrators, and site content editors).

2.3 Scope

This governance plan applies to all three SharePoint environments at Washoe County: Development, Quality Assurance (Q/A), and Production.

2.4 Risks / Concerns

The following are risks to the effective execution of a governance plan:

- Inadequate support from Washoe County leaders to affect proper governance.
- Administrators or users refusing to abide by the given standards in this plan.
- Lack of clear standards or consistent enforcement.

3 DEFINITIONS

There are a number of key terms used in various SharePoint discussions. To make sure that everyone has the same understanding of them, the following glossary is presented.

Term	Description
Site Collection	The site collection is an administrative boundary that groups a number of sites into a single, managed unit. All sites in a site collection <i>can</i> share permissions, navigation, and branding. Also, all sites in a site collection <i>will</i> begin with the same URL, which is the URL for both the site collection and the top level site.
Site	A site is a primary unit of administration. It is a container for lists and libraries, and provides the basic unit of administration for collaboration and communication. A site may be identified as either a top level site or a subsite, depending on its relative position within the site collection hierarchy.
Top Level Site	This is the top most site within a site collection. There can be only one top level site in each site collection as the top level site shares its URL with the site collection. All other sites in the site collection are subsites.
Subsite	A subsite is a child site within a site collection.
List	A list is a container for content. It is made up of items. Each item is made up of column data.
Library	A library is a special type of list where each item is a file with additional column data.
Page	A page is the main unit of presentation of information. A site can use different customized pages to present information to the users.
Web Part	A web part is a placeholder for content on a page. A web part may bring in data from a number of different sources, based on how the web part was built and configured.
Column	A column is additional information about a piece of data (i.e. date or author) in a list or library, also known as a SharePoint field or metadata.
Metadata	Metadata is additional information or data about data beyond the default properties configured in a list or library, also known as a SharePoint field or column.
Web Application	A virtual server that resides on an HTTP server but appears to the user as a separate HTTP server. Several Web applications can reside on one computer, each capable of running its own programs and each having individualized access to input and peripheral devices. Each Web application can have its own domain name and IP address.
Workflow	The automated movement of documents or items through a sequence of actions or tasks that are related to a business process.

Term	Description
Site Content Editor	Technically talented people able to customize, personalize, and use SharePoint in a manner that fulfills the business opportunities as identified by the strategy team and their departmental needs.
Site Administrator	Employees (both Technology Services and Departmental) whose proficiency can range from highly skilled process experts to technically savvy programmers. These resources will handle large change requests, new features, and program management while ensuring adherence to standards.
Site Creator	Technology Services employees responsible for creating SharePoint sites based on centrally designed templates appropriate for the business purpose.
SharePoint Infrastructure Administrator	Technology Services employees responsible for server administration, SharePoint installation and instance configuration.
SharePoint Developer	Technology Services employees able to customize and personalize SharePoint. Members can range from highly skilled process experts to technically savvy programmers. These resources will handle all custom development and complex workflows.
SharePoint Oversight Committee (SPOT)	This team consists of division directors and program managers that are willing and able to represent their respective areas within the County, provide strategic insight and direction for the overall SharePoint environments, and able to drive strategic initiatives into their departments. The current Information Technology Advisory Committee (ITAC) will fulfill this role.

4 GOVERNANCE

4.1 Governance Overview

Management of SharePoint as a County resource will address both TS infrastructure operations and the SharePoint application usage and will ultimately be governed by the SharePoint Oversight Team, as advised by the Chief Information Officer and Community Relations Manager. There will also be a SharePoint Tactical Team that will carry out the priorities of the SharePoint Oversight Team and manage day-to-day operational and administrative issues. Additionally, most departments requesting SharePoint sites will have their own Site Content Editor and/or Site Administrator who will manage SharePoint locally and partner with Technology Services Site Administrators. For those departments that do not have the staff available or the expertise to manage SharePoint, Technology Services will develop and manage those sites, partnering with the departments.

4.2 Roles and Responsibilities

Strategy Team/Project Sponsor – SharePoint Oversight Team (SPOT)

This team consists of division directors and program managers that are willing and able to represent their respective areas within the County, provide strategic insight and direction for the overall SharePoint environments, and able to drive strategic initiatives into their departments. The SharePoint Oversight Team will provide a unified, centrally governed approach to the SharePoint environments. This team is the overriding authority for all architectural, design, and development decisions, including all standards and procedures created for the SharePoint environments. TS and Community Relations will lead foundational and framework-related issues.

The current Information Technology Advisory Committee (ITAC) will fulfill this role.

Tactical Team

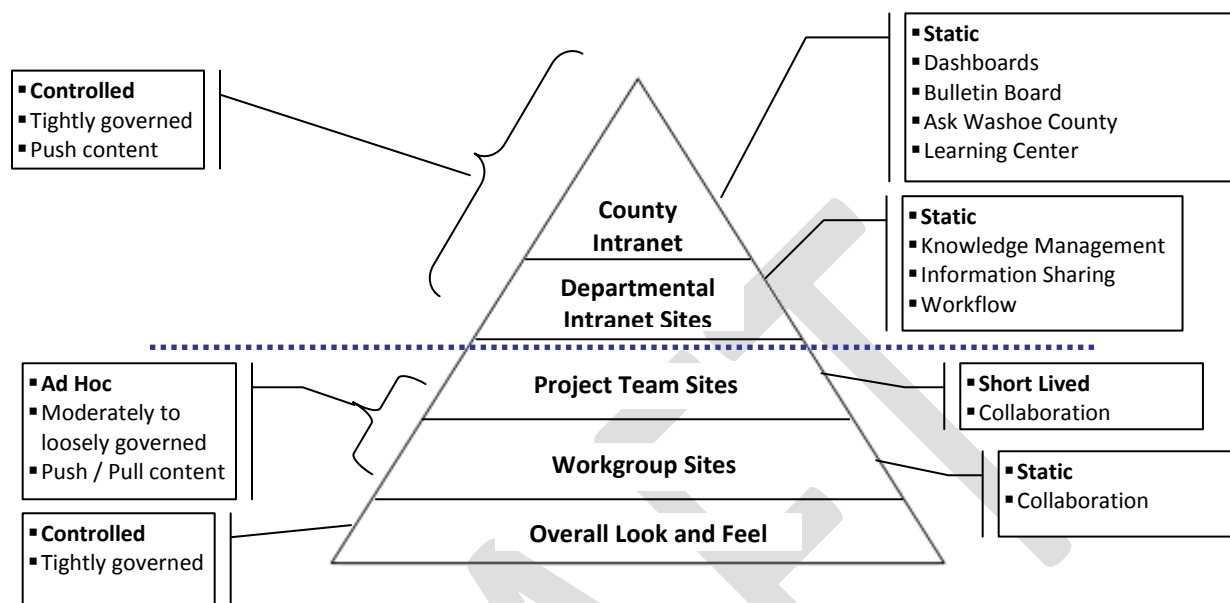
The tactical team consists of the following perspectives all charged with supporting the vision of the strategy team: Infrastructure, Configuration/Development, and Support.

- **Infrastructure:** Technology Services resources will provide operational support for the system and manage the more routine maintenance of the system by performing nightly backups, usage monitoring and analysis, scheduled task validation, and keeping the system current with security releases and system upgrades.
- **Configuration/Development:** Technically talented people (both TS and departmental staff) able to customize, personalize, and use SharePoint in a manner that fulfills the business opportunities as identified by the strategy team. This team is a loosely-knit community with varying degrees of proficiency in software configuration and development. Members can range from highly skilled process experts to technically savvy programmers.
- **Support:** SharePoint site content editors, site administrators, site creators, help desk personnel, and other various support resources create an effective support system with proper channels of escalation for end users of the SharePoint environments. This team handles application questions, bugs, and other problems requiring issue resolution.

Both the strategy team (ITAC) and the tactical team will meet monthly.

4.3 Site Structure

The SPOT and tactical teams help the County follow the below site structure and its varying levels of static to ad hoc content and control levels.



Taxonomic Section	Characteristics	Owners
County Intranet	Static Controlled; tightly governed Push information to users Dashboards, Workflow Applications, Content	Community Relations
Department Intranet Sites	Static Controlled; tightly governed Push information to users All public sites - content is divisional information Dashboards, Workflow Applications, Content	Respective Departments
Project Sites	Short lived, timed expiration Collaboration Ad hoc – moderate control	Site Administrators/Site Content Editors/Project Managers

Workgroup Sites	Static Collaboration Ad hoc – moderate control	Site Administrators/Site Content Editors/Project Managers
Overall Look and Feel	Controlled – tightly governed Templates appropriate for business purpose Centrally designed	Community Relations

DRAFT

5 SHAREPOINT USAGE, IMPLEMENTATION, AND SUPPORT

5.1 Scope of SharePoint Usage

The scope of SharePoint usage at the County will be:

- County Intranet
- Team Collaboration and Communication²
 - Project Plans
 - Calendars
 - Issue Tracking
 - Design Documents
- County Workflow
- Other Web-Based Applications Within the County, as Possible (i.e.: Learning Center)

5.2 Initial Site Creation, Customization, and Deployment

Initial site creation will be done by Site Creators within Technology Services and will be based on centrally designed templates appropriate for their business purpose. To request creation of a new site, the business owner should submit a site request form to Technology Services that will include the following:

- Name of Department Site Administrator³ (if applicable).
- Name of Site Content Editor⁴ (if applicable, this may be the same person as above).
- What is the intention of the site to be created?
- Will it be a departmental, project, or workgroup site?
- Who will need access to the site?
- What are the features needed on the site? Document storage, newsletter, calendar, team collaboration, issue tracking, etc.

Once the site has been created by Technology Services, site configuration/customization may be performed by Site Content Editors or Site Administrators. Departments that have their own Site Content Editors and/or Site Administrators will have the ability to enhance or add to the centrally designed template used to create the site. This could include creating lists, document libraries, calendars, etc. Departments that do not have the resources available can utilize a Technology Services Site Administrator to customize/configure their sites. A savvy departmental Site Content Editor or Site Administrator may also create basic workflows. Permissions and access to sites may be granted by Site Content Editors, Site

² Accessible via the web and most operating systems.

³ Departmental employees whose proficiency can range from highly skilled process experts to technically savvy programmers.

⁴ Department employees able to customize, personalize, and use SharePoint in a manner that fulfills the business opportunities as identified by the strategy team and their departmental needs.

Administrators, or Site Creators. Each site will have a link in the bottom right hand corner for the appropriate contact person(s).

Deployment – TBD

5.3 On-Going Site Management

Management and support of the SharePoint environments encompasses infrastructure administration, site administration, day-to-day usage, and troubleshooting.

- Infrastructure Management/Support: SharePoint Infrastructure Administrators⁵ will provide operational support and manage the more routine maintenance of the system. Some of their responsibilities will be:
 - Server Administration
 - SharePoint Installation
 - Instance Configuration
 - Hot Fixes, Service Packs, etc.
 - Nightly Backups
 - Keeping the System Current with Security Releases and System Upgrades
- Site Administration: Permissions and access to sites may be granted by Site Content Editors, Site Administrators, or Site Creators. Each site will have a link in the bottom right hand corner for the appropriate contact person(s).
- Day-to-Day Support and Troubleshooting: SharePoint Site Content Editors, Site Administrators, Site Creators, SharePoint Infrastructure Administrators, and HelpDesk personnel will provide an effective support system. This group will respond to application questions, bugs, and other problems requiring issue resolution.

5.4 Site Retirement

To ensure stale sites are removed and data storage is reclaimed, sites untouched for 90 days will be slated for deletion. Site Administrators and/or Site Content Editors will be notified if their site is slated for deletion and will be provided with a mechanism to remove it from the deletion list, if deemed appropriate. SharePoint is not intended as a Records Management Solution. Sites removed from SharePoint may be stored in other venues.

5.5 Special Use Cases

There may be instances where complex collaboration functionality cannot be met through standard SharePoint features. In these instances, a TS project request form should be submitted. If approved, custom development will be performed by SharePoint Developers⁶. Complex workflows will also be handled by this group.

⁵ Technology Services employees responsible for server administration, SharePoint installation and instance configuration.

⁶ Technology Services resources of technically talented people able to customize and personalize SharePoint. Members can range from highly skilled process experts to technically savvy programmers.

6 COMMUNICATION PLAN

Communication regarding this Governance Plan or any governance activities or issues will be in the following forms:

- Web content on the Intranet
- Scheduled meetings or conference calls, including but not limited to:
 - ITAC, Department Head Meetings and RCF Meetings
- Ad hoc communications via email

DRAFT

7 TRAINING

For any new system, a solid training plan is required if the users are going to adopt the new system and use it effectively in their daily activities. To that end, Technology Services will make available training at varying levels from basic end user training to Site Administrator training.

To ensure SharePoint is used in a manner that fulfills Washoe County's priorities as identified by ITAC, training will be mandatory for all Site Content Editors and Site Administrators prior to gaining access to configure/customize sites.

DRAFT