

# IT Governance Executive Questionnaire

June 2007

Thank you for participating in this study of information technology governance in higher education, conducted by the EDUCAUSE Center for Applied Research (ECAR). Completing this survey should take about **five minutes**.

Our study follows the definition of IT governance developed by MIT researchers Peter Weill and Jeanne Ross, who define it as "specifying the decision rights and accountability framework to encourage desirable behavior in using IT." In particular, we're interested in how institutions make high-level decisions about the use of IT, who makes those decisions, and how effective respondents think IT governance is in helping institutions achieve key objectives.

This survey asks for your viewpoints concerning the nature and performance of IT governance at your institution. It supplements a more detailed survey being completed by your IT organization.

If your institution has multiple IT units, please answer questions with respect to the entire IT function institution-wide, not just the central IT organization.

If you wish to print a copy of the survey before completing it online, a .pdf version is available in the headers of the Web survey pages and at <http://www.educause.edu/SurveyInstruments/1004>.

**Please complete and return this survey by July 9, 2007.** As thanks for your time and valuable input, participants will receive a summary of key findings from the study.

We appreciate your time and participation. If you have any questions or concerns, please e-mail [ecar@educause.edu](mailto:ecar@educause.edu).

Click the Next button to begin the survey. Once again, thank you for your input!

## Section 1: About You and Your Institution

**1.1 Survey ID.** *Required.* (Available from your e-mail invitation to complete this survey.)

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**1.2 Your name.** *Required.* \_\_\_\_\_

**1.3 Your position.** *Required.*

- President/chancellor
- Cabinet-level/executive officer
- Dean/other academic officer
- College or university librarian
- Faculty member
- Other

**1.4 I can accurately describe IT governance at my institution.**

- Strongly disagree  Disagree  Neutral  Agree  Strongly agree

**1.5 I am personally very involved in IT governance at my institution.**

- Strongly disagree  Disagree  Neutral  Agree  Strongly agree

## Section 2: IT Governance

**2.1 Which of the following best characterizes IT governance at your institution?**

- Non-existent: IT governance processes are not applied, and the institution has not recognized the need for them.
- Initial: IT governance processes are informal and uncoordinated.
- Repeatable: IT governance processes follow a regular pattern.
- Defined: IT governance processes are documented and communicated.
- Managed: IT governance processes are monitored and measured.
- Optimized: IT governance best practices are followed, and there are provisions for amending processes.

**2.2 2.6 At my institution...**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
2.2 Business goals and IT are aligned.						
2.3 Academic goals and IT are aligned.						
2.4 We are able to develop important IT policies that apply throughout the institution (e.g., security, privacy, business continuity).						
2.5 We agree on measurable goals for IT.						
2.6 We incorporate measurement and reporting in our IT governance process.						

**2.7\_2.10 How important are the following outcomes at your institution, on a scale from 1 (not important) to 5 (very important)?**

	1 Not important	2	3	4	5 Very important
2.7 Cost-effective use of IT					
2.8 Effective use of IT to enhance teaching and learning					
2.9 Effective use of IT to enhance research					
2.10 Effective use of IT to enhance administrative processes					

**2.11\_2.14 How influential is IT governance at your institution in producing the following outcomes, on a scale from 1 (not influential) to 5 (very influential)?**

	1 Not influential	2	3	4	5 Very influential
2.11 Cost-effective use of IT					
2.12 Effective use of IT to enhance teaching and learning					
2.13 Effective use of IT to enhance research					
2.14 Effective use of IT to enhance administrative processes					

**2.15\_2.19 At my institution, IT governance...**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
2.15 Makes timely decisions.						
2.16 Achieves transparency in decision making.						
2.17 Balances institutional and local/departmental needs.						
2.18 Builds support for IT through inclusion.						
2.19 Is effective overall.						

**2.20 Please share any thoughts you may have on the strengths and weaknesses of your institution's IT governance processes.** \_\_\_\_\_

**Section 3: Conclusion**

**3.1 May we contact you to obtain further insights or clarifications on your responses?**

*Required.*

- No  
 Yes

**3.2 If yes, what is your e-mail address?** \_\_\_\_\_

**3.3 We are committed to continually improving our surveys. All comments are welcome and will be considered.** \_\_\_\_\_

You have reached the end of the survey. Thank you! Please submit this survey by clicking the "Finish" button now, or, if you wish to review, print, or save your responses, click "Review."

Full ECAR studies are available either through subscription or purchase at the ECAR Web site, <http://www.educause.edu/ecar/> If you have any questions or concerns, please e-mail [ecar@educause.edu](mailto:ecar@educause.edu) .