



## City of Charlotte

# GIS Enterprise Team Charter

### **Purpose:**

The GIS Enterprise Team (GET) is the senior governance committee that oversees and guides the direction and funding of geographic information system (GIS) infrastructure investments to meet the City's business needs and advance comprehensive citizen service. The Team is chartered by the Senior Technology Advisory Team (STAT) and has an Executive Sponsor from the City Manager's Office. The City's GIS infrastructure is the foundation for GIS and location-based services and solutions required to support the City's business processes and provide easy, seamless access to needed information resources. The GET works collaboratively across the enterprise and in accordance with the City's Technology Governance Policy and IT Guiding Principles to ensure consistency with priorities and directions established by the Senior Business Team (SBT) and the Chief Information Officer.

### **Principles:**

The work of the GET is based on the following principles for enterprise GIS:

- Executive level involvement and support for GIS technology investments. This includes identifying GIS as an agent for achieving objectives in Focus Area plans, City department business plans, and budgetary support for enterprise GIS initiatives
- A direct connection between GIS and the City's strategic objectives
- A corporate-level focus, driven by consensus, for guiding the direction of enterprise GIS investments
- Delivering a forum for GIS coordination, communication and education for City departments, governmental agencies, business partners and the citizens of Charlotte-Mecklenburg
- Professional staff development and GIS training to ensure retention of both staff and institutional knowledge
- Fortified collaboration with Mecklenburg County GIS to ensure the community has the most accurate information Effectiveness improvements and cost avoidance realized by shared data, applications, hardware, software and personnel resources
- Applied use of GIS technology to improve business processes that span across the organization

### **Authority:**

The GET has authority to work collaboratively to guide, oversee and manage the enterprise GIS infrastructure as a component of the overall enterprise infrastructure. Specific authority and jurisdiction is established as follows:

- Develop GIS standards and practices consistent with other citywide technology standards, procedures and practices approved by the Senior Technical Advisory Team (STAT).

- Develop citywide and external GIS partnerships and relationships that achieve the purpose of GIS principles, policies, strategies and plans.
- Coordinate the development, management and prioritization of the enterprise GIS budget and GIS investments among departments and partners to implement the geospatial enterprise architecture.
- Conduct and coordinate ongoing GIS strategic planning as integrated within the larger scope of citywide technology planning.
- Coordinate and collaborate with the Web Governance Committee.
- Oversee, guide and prioritize the management of the enterprise GIS technical infrastructure including hardware, software and applications.
- Sponsor and provide governance oversight for GIS and location-related data and technology committees and teams including the Address Data Governance Committee and the Charlotte Metropolitan GIS User Group.
- Provide leadership for the ongoing management and maintenance of GIS data as a shared corporate asset and as a key component of the City's data architecture.
- Initiate, recommend and/or sponsor projects and initiatives that advance the City's enterprise architecture.
- Review and provide recommendations on requests that include a GIS, spatial, or location-related component that flow through the City's Technology Project Evaluation Team (TPET) process.

**Administration:** The GET will establish its own governance rules for internal operations. These rules include, but are not limited to:

- Meeting procedures
- The establishment of an active GET Leadership Team, to direct critical decisions and build, recruit and retain Enterprise GIS leadership
- The establishment and sponsorship of ad hoc subcommittees, communities of interest, and workgroups
- A communications plan
- The function of additional leadership positions (not included in this charter), as well as the roles and responsibilities, period of office and method of selecting members for these positions

**Membership:** The GET is comprised of staff from the City departments, Mecklenburg County GIS and other partner agencies. City GET members are approved by the SBT and STAT to represent departmental functional areas. Mecklenburg County and other partner agency representatives are selected by their respective executive management.

GET members will possess the following qualities:

- A senior level GIS professional empowered to make recommendations on standards, funding, training, and technology priorities and the overall strategic direction of the enterprise GIS.
- Be active and committed in advancing enterprise GIS and bringing respective departmental /organization perspectives to achieve the City strategy for comprehensive citizen service.

- Be knowledgeable of the departmental/organization business plans and business processes and the role of GIS technology in supporting those plans and processes

GET members will have the following responsibilities:

- Understand and support the GET Charter
- Be committed to serving as an active member of the GET, including willingness to attend regular GET business meetings, commit time on GET-sponsored projects, initiatives and other activities related to the enterprise GIS program and provision of City services that have a locational or spatial element.
- Keeping their respective department staff, STAT, SBT and senior management fully informed of the activities, recommendations and action items of the GET

**Leadership:**

The City Manager’s Office will provide strategic direction to the GET to ensure enterprise GIS program alignment with citywide technology strategies, plans and policies as follows:

- Providing a clear vision of the role of GIS technology in accomplishing the City’s business vision, direction and priorities.
- Sponsoring GET technology budget recommendations for enterprise GIS
- Sponsoring GET technology standards recommendations for enterprise GIS
- Advising and guiding the GET in the accomplishment of the GET Charter
- Being an active advocate for the GET, working to remove organization and communication barriers at all levels of the organization and with external partners
- Advising GET leaders in the management of the GET

The GET Chairperson will provide operational leadership to the GET. This leadership position will be selected by the GET membership. At a minimum, the GET chairperson will be responsible for:

- Managing the routine administration of the GET
- Conducting all meetings in accordance with the governance rules of the GET
- Presenting the GET’s work plan, recommendations, projects and progress reports to the CIO, STAT and the SBT
- Communicating and collaborating with the STAT and SBT, as appropriate, on recommendations and issues related to GIS
- Other responsibilities as established in the governance rules of the GET

The Enterprise GIS Program Manager, positioned in the Innovation & Technology department, will work with the Executive Sponsor; GET Chairperson and GET membership to develop strategy, manage the GIS portfolio, manage GIS-related contracts and manage other city-wide spatial technology investments.

**Charter Changes:**

To ensure the GET has the flexibility to adequately respond to the needs of the City, the STAT and the SBT, it may be necessary to amend the GET charter from time to time. The GET may recommend changes to its charter by the following process:

- Initially considering the charter change as a business item at a regular business meeting of the GET.
- Developing a recommendation to present to the Executive Sponsor and STAT for approval.
- Redistributing the revised GET charter if charter change is approved.

**Approved:**      **by Senior Technology Advisory Team**