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Under Construction - Committees and Work Groups

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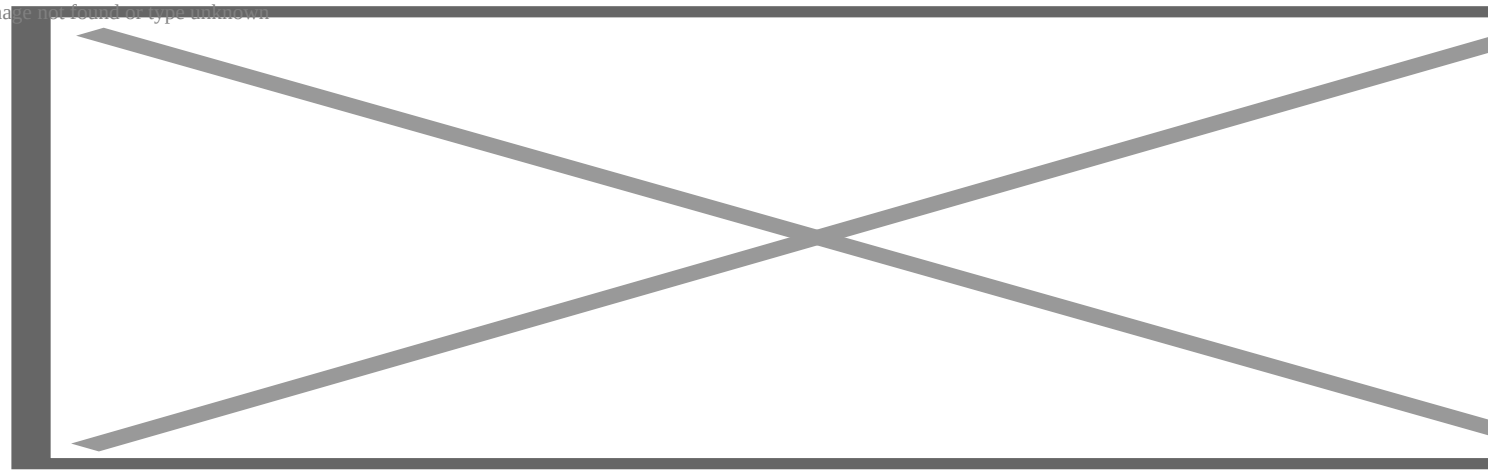

Committees and Work Groups

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Information Technology Advisory Committee (ITAC)

The mandate of the ITAC is to provide direction to the Chief Information Officer (CIO) and the Information Technology (IT) Department as they support operations and help execute the goals of the agency.

In May 2016, the ITAC was created, this is the governing body comprising the CEO, Chief of Staff, Chief Counsel, CFO, COO Bus, COO Trolley, Chief of Transit Enforcement, Director of Human Resources / Labor Relations and the Director of Marketing and is the body that is ultimately accountable for the day-to-day operation of the agency and for the agency's delivery of service.

This formal structure allows more transparency into the decision-making process, improved visibility of IT department activities and workload and better facilitates the management of competing priorities across the departments. For projects and initiatives that require funding and/or the implementation of a new agency-wide policy relating to technology, the ITAC is the decision-making body and will make recommendations to the CEO for approval and adoption in

accordance with the agency's budgeting and procurement processes. The ITAC currently meets on a quarterly basis.

Information Technology Work Group Coordinators

The Work Group Coordinators (WGC) act as liaisons between IT and the other MTS departments. This group is made up of departmental representatives who are interested in technology and are willing to become subject matter experts through additional training. Ideally, they are in pivotal positions which can interface with non-IT staff to provide user testing and feedback.

IT staff engage with the WGC prior to agency-wide system rollouts in order to provide insight from the customers. This group has been instrumental in providing an additional level of testing as systems are deployed. In addition, the group is key to creating inter-departmental efficiencies, and facilitates information sharing and two-way communication..

SAP Project Evaluation Committee

The mandate of the SAP Project Evaluation Committee is to provide direction on SAP Enhancements and to champion those that align with agency goals.

In May 2016, the SAP Project Evaluation Committee was created comprising the CFO, COO Bus and COO Trolley. All SAP related project proposals are submitted to this committee for approval and funding.

This formal structure allows more transparency into the decision-making process and better facilitates the management of competing priorities within the various departments that are SAP customers. For projects and initiatives that require funding and/or have agency-wide policy implications relating to technology, this committee is the decision-making body and will make decisions for approval and adoption in accordance with the agency's budgeting and procurement processes. This committee meets on a weekly basis.

SAP Subject Matter Experts Group

The SAP Subject Matter Experts (SME) group determines the scope of proposed changes and estimates the effort required before review by the SAP Project Evaluation Committee. This group is comprised of staff who are familiar with how SAP works within their area and are therefore invaluable in evaluating the impact of a proposed change.

This provides greater transparency into the decision making process and facilitates resolution of competing inter-departmental priorities. This group meets on an as-needed basis and is the main originator of SAP enhancement requests made to the SAP Project Evaluation Committee.

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