ESAG Terms of Reference
September 1, 2024 (effective date)

Purpose and Mandate

The Engineering Systems Administrators Group (ESAG) provides advice to the Director of Engineering Computing on

- the operations of IT infrastructure (both hardware and software), and related processes and protocols across the Faculty of Engineering.
- Engineering's IT strategy as well as the planning and execution of Faculty-wide IT initiatives.

ESAG also serves as a community of practice where IT issues, solutions and best practice are shared among IT professionals.

ESAG makes recommendations on operational matters of Faculty-wide interest.

Engineering Computing maintains appropriate communication tools (e.g. ESAG web site, MS Teams) to keep relevant documentation (e.g. standard operating procedures) and brief topic overviews.

Duties and Responsibilities

- Meets regularly to promote the timely exchange of information on IT developments, both active and planned, and thus avoid duplication of effort and capitalize on common interests and expertise.
- Provides advice to the Director of Engineering Computing on strategies and initiatives to improve faculty-wide IT services.
- Receives information and direction from the Director of Engineering Computing or the Dean's Office on IT related matters (e.g. network security, University-wide changes affecting IT operations within the Faculty of Engineering).
- Cooperates/collaborates on the planning, design and implementation of projects which draw upon IT expertise from across the Faculty and have Faculty-wide applicability or impact.
- Supports standardization of IT systems and processes where possible and appropriate.
- Supports the development of Faculty-wide IT guidelines, processes, and protocols.

Membership

- Director of Engineering Computing (Chair)
- Head of IT support in each academic unit (Department/School)
- Other IT professionals from across Engineering

Heads of IT support or the most senior IT staff in academic units are **required** to attend ESAG meetings. The Director of Engineering Computing must be notified in advance of absence. Attendance will be recorded and shared with the Faculty Executive Officer, Department Chairs and School Directors.

The Faculty Executive Officer may attend ESAG meetings from time to time on behalf of Engineering leadership.

Code of Conduct
ESAG welcomes input from each and every member, and embraces equity, diversity and inclusion.

A primary responsibility of ESAG is to facilitate collaboration among IT professionals across the Faculty of Engineering to improve IT services for students, faculty and staff, and to work together to address IT issues that are of interest to the Faculty. To that end, ESAG members commit to mutual respect, integrity, competence and professional responsibilities. Abusive conduct (e.g. verbal abuse) or any other behaviour that does not meet professional standards are considered unacceptable.

It is important to recognize that ESAG's mandate focuses on solving IT issues and meeting the needs of the Faculty as a whole; it is not an appropriate platform to address specific concerns that do not have broad impact (e.g. matters concerning one single department). Such concerns of limited scope should be dealt with between the department and Engineering Computing or other appropriate offices.

To the extent possible, Engineering leadership expects ESAG to resolve issues by consensus building. Should a ESAG member disagree with the majority opinion, , the ESAG member is free to raise their concern with their manager, who may bring the matter to the attention of Engineering leadership via the Faculty's existing reporting structure. In the case of units where IT needs are served by Engineering Computing staff, the concern should be brought forward to the attention of Department Chair or School Director.

Business matters should be discussed at in-person or virtual ESAG meetings. Written communications (i.e. emails) are not a substitute for in-person discussions. In particular, Email is not an effective means of communication when the message is long and complicated, or requires additional discussion that would best be accomplished face-to-face.