RUTGERS UNIVERSITY
Institutional Planning and Operations

The JET (Joint Enhancement Team)

Committee Implementation Plan

October 21, 2024

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1. Introduction

1.1 Document Objective & Overview

- This document outlines how configurations and changes to existing IP&O systems; currently eBuilder and ServiceNow will be handled through a new collaborative committee.

- A committee titled the Joint Enhancement Team (JET) for the division of IP&O, will be established to review all requested configuration system changes.

- The intended audience for this document is for:

a) All ELT members

b) The ELT designated representatives, including members from Business Services, University Facilities, University Public Safety, PD&D, and Codes and Standards, who will serve as key stakeholders in the e-Builder and ServiceNow JET Committee. These representatives will play a crucial role in gathering and validating system change requests within their respective departments or areas of responsibility.

1.2 Levels of Responsibility

Responsibility Level	Roles
Accountable	JET Committee Chair, Sr. Program Administrator
Responsible	ELT JET Committee Representatives
Informed	Sr. Director, IWMS Administrator

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2. Committee Establishment: Roles & Responsibilities

2.1 Role & Responsibility of the JET Administrator

Marlon Hidalgo, Sr. Program Administrator, Systems Support and Control, IWMS Administration will is the JET Administrator and chair the committee with the support of his staff Rekha Bhagat and Brandon Miller. The Administrator will:

- Work and manage changes within the eBuilder and ServiceNow systems.

- Review the technical feasibility of each requested change and assess downstream impacts.

- Review, assess, and communicate the impacts of global updates pushed out into production by eBuilder.

- Review, assess, and communicate the impacts of global updates coming from OIT are pushed out into production by ServiceNow.

- Documentation: Prepare for all system changes using the Agile Development Module for tracking and approving all system changes which include but not limited to:

  a) Workflow development

  b) Story Creation

  c) Process development

  d) UAT Testing

  e) UAT Approval and Signoff by ELT member

- Communicate global system changes from either eBuilder or ServiceNow with the assistance of the Communications and Marketing team.

- Communicate system changes to the in MyPath Training and Employee Development team for training material updates.

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2.2 Role of the JET Committee Members

The Joint Enhancement Team (JET) will be established to support the management system changes and configurations within eBuilder and ServiceNow.

- Committee membership will consist of a single designated representative from each ELT area, including Business Services, University Facilities, University Public Safety, PD&D, and Codes and Standards.

- Act as a point of contact for request gathering within their respective ELT member group.

- The JET committee representative is familiar with all sub-departments or units within their respective ELT department and who is the point person for the ELT member

- Identifies applicable Stakeholders, as required, within the ELT unit

- Review and validate requests with their respective ELT member before presenting them to the committee for review and action.

- If the Systems Control & Support, review and assessment, determines that the request affects various ELT areas with a downstream impact, these requests must be brought to ELT meetings for discussion and approval before proceeding to the JET committee for consideration

- Ensure all ELT approved requests are submitted in ServiceNow by creating a case for Systems Control and Support for review by the JET committee

- Be prepared to discuss the ELT departmental needs requiring the enhancement

- Systems Control & Support may need to consult for targeted expertise with members of an ELT group, other than the JET Committee Members.

- Can discuss each request in a global manner, recognizing that not all requests are feasible if we are to maintain a single workflow that is applicable to all users.

- Work in unison to prioritize all submitted requests.

- Act as liaison between the ELT department and the JET committee for communicating:
  - Proposed alternatives
  - Rejected alternatives
  - Final solutions

- Must work in a collaborative, team-oriented manner to ensure that any changes represent a single workflow for NB, Camden, Newark, and RBHS.

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- Ability to communicate to ELT member for final decisions, requests, etc.

- Act as a SME (Subject Matter Expert) or determine, in collaboration with the ELT member, the applicable SME within the group once the Agile Development process begins.

- Should committee members need to leave the JET committee, the ELT members must provide a replacement committee member.

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3. JET Committee Logistics

3.1 JET Committee Meeting Dates

- The JET committee meetings are scheduled to take place bi-monthly beginning November 4, 2024

- Calendar invitations will be sent to JET Committee members

3.2 Virtual Meetings:

- The JET committee will meet virtually using TEAMS, Webex, or Zoom

- Meetings will be recorded

- Meetings will use AI to organize all meeting notes

3.3 Communication Platform:

- Agenda will be sent in advance of committee meetings

- Meeting notes (using AI technology) will be distribution after committee meetings

3.4 JET Committee Members Contact Information

This section contains the list of e-Builder committee members as well as the ELT representatives associated to each of the roles that are defined in Appendix B.

- List of Strategic Services JET committee members

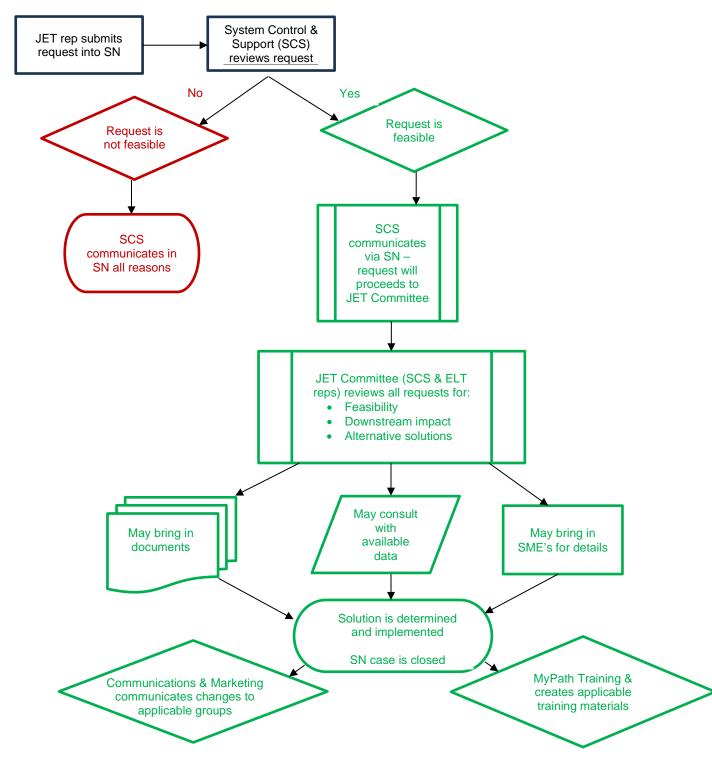| Name	Role
Ghislaine Darden	Associate Vice President
Joseph Holtsclaw	Sr. Director, IWMS Administration
Marlon Hidalgo	Systems Control and Support, Sr. Program Administrator
Brandon Miller	Systems Control and Support, Program Coordinator I
Rekha Bhagat	Systems Control and Support, Program Coordinator I

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- List of ELT JET Committee Representatives

Group	Name	Title	Contact Info
Business Services	TBD		
Codes & Standards	Bill Fox	Senior Departmental Administrator	William.fox@rutgers.edu
Planning, Development & Design	Laura Berman	Asst. VP and Asst. University Architect	laura.berman@rutgers.edu
University Public Safety	Nakia Buonocore	Director, IP&O Police Department	nakia.buonocore@rutgers.edu
University Facilities	Rona Lehtonen	Director, IP&O Facilities	rona.lehtonen@rutgers.edu

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4. JET Committee Process for Submission and Resolution

The workflow process for eBuilder and ServiceNow (SN) system configuration requests is as follows:

4.1 Workflow

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JET rep submits          →    System Control &
request into SN               Support (SCS)
                              reviews request
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No — Request is not feasible

Yes — Request is feasible

SCS communicates in SN all reasons

SCS communicates via SN – request will proceeds to JET Committee

JET Committee (SCS & ELT reps) reviews all requests for:
- Feasibility
- Downstream impact
- Alternative solutions

May bring in documents

May consult with available data

May bring in SME's for details

Solution is determined and implemented

SN case is closed

Communications & Marketing communicates changes to applicable groups

MyPath Training & creates applicable training materials