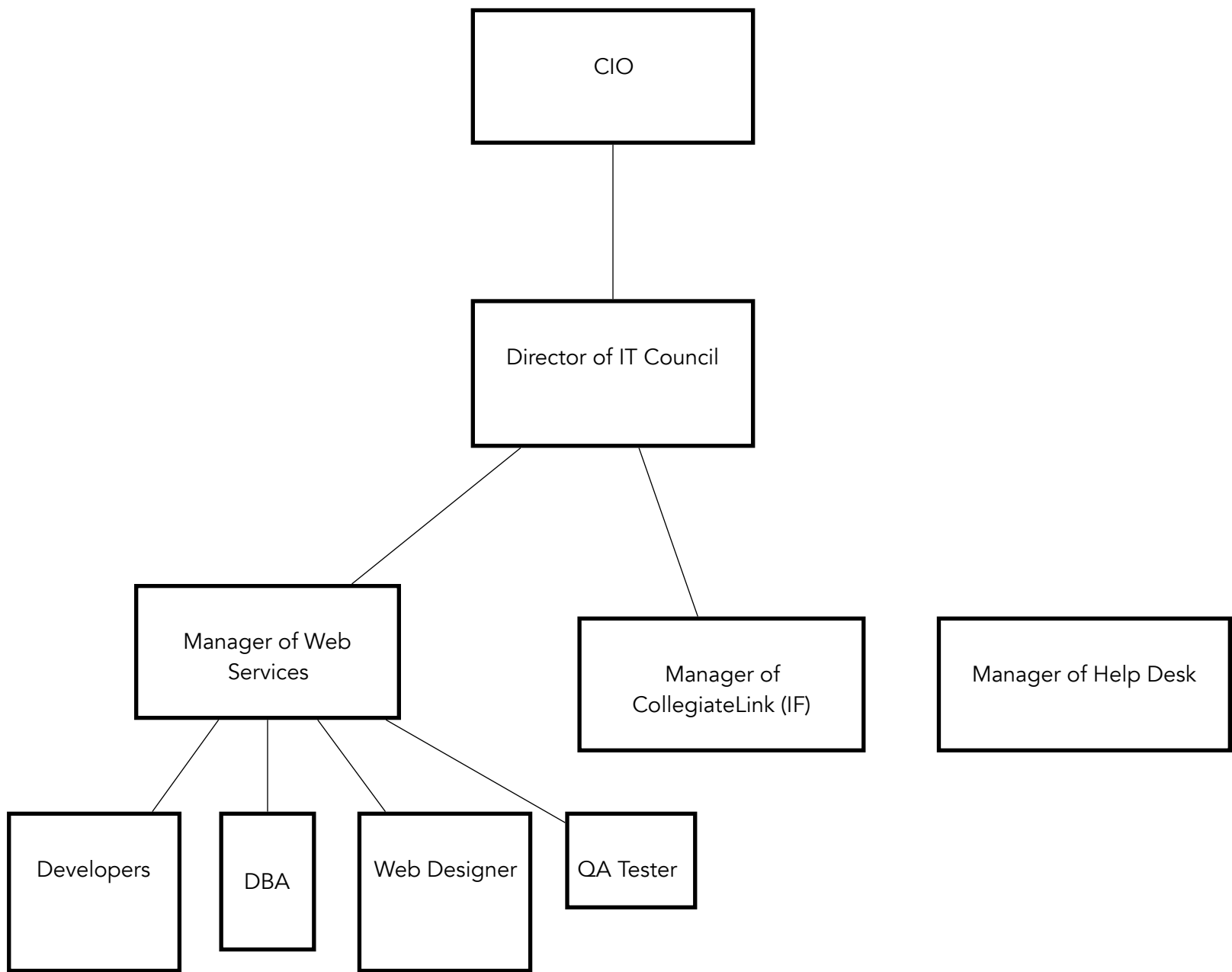# Student Government Association Information Technology Roles and Responsibilities

This document will highlight all the roles within the IT Council and their responsibilities as well as code policies.

Hierarchy of SGA IT

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                    ┌─────────────┐
                    │     CIO     │
                    └──────┬──────┘
                           │
                 ┌─────────┴──────────┐
                 │ Director of IT     │
                 │ Council            │
                 └─┬────────────────┬─┘
                   │                │
        ┌──────────┴──────┐   ┌─────┴──────────┐   ┌──────────────────┐
        │ Manager of Web  │   │ Manager of     │   │ Manager of Help  │
        │ Services        │   │ CollegiateLink │   │ Desk             │
        └─┬───┬────┬────┬─┘   │ (IF)           │   └──────────────────┘
          │   │    │    │     └────────────────┘
    ┌─────┴┐ ┌┴──┐ ┌┴───────┐ ┌─┴───────┐
    │Devel-│ │DBA│ │Web     │ │QA Tester│
    │opers │ │   │ │Designer│ │         │
    └──────┘ └───┘ └────────┘ └─────────┘
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Director of IT Council

The Director of IT Council is responsible for assisting the CIO in his roles and to mange the Information Technology Council

Specific responsibilities include:
- Shall be familiar with the position as the CIO in order to assist in daily operations
- Shall report directly to the CIO on a weekly basis
- In the event that the CIO can no longer carry out the duties of the office, either by resignation or impeachment, the Director of IT Council shall become acting CIO until a permanent CIO can be appointed

Manager of Web Services

The Manager of Web Services is responsible for developing, maintaining, and enhancing the Student Government Association (SGA) website.

Specific responsibilities include:
- Collaboration with web designer improve and maintain the UI as well as the user experience
- Responsible for good design principles
- Assign issues (as needed) to the rest of his team (or himself)
- Review and approve/deny pull requests submitted by developers
- Must report to the Director of IT Council and CIO on a weekly basis
- Must submit release notes for every release
- Will close issues (on GitHub) when they are completed

Developer

The Developer is responsible for editing/creating code to enhance, maintain, or fix web services

Specific responsibilities include:
- Following the policies and procedures
- Completing issues given to them
- Using their resources to help complete issues
- Report to the Manager of Web Services on a weekly basis

Database Administrator

The Database Administrator is responsible for creating and maintaining the SGA database

Specific responsibilities include:
- Following good database practices
- Work closely with the web development team
- Report to the Manager of Web Services on a weekly basis

Web Designer

The Web Designer is responsible for maintaining/improving the user interface and user design of SGA web applications

Specifics responsibilities include:
- Creating graphic images
- Creating mock up for specific web pages
- Follow good design and user experience principles
- Stay up to date on new designs
- Report directly to the Manager of Web Services on a weekly basis

QA Tester

The QA Tester is responsible for finding bugs/areas of improvement for SGA web applications

Specifics responsibilities include:
- Assigning issues to the Manager of Web Services
- Finding bugs for any SGA web application
- Report directly to the Manager of Web Services on a weekly basis
- Try to test on all different types of devices

Policies and Procedures

Following Style Guide
- Whenever changing/writing code he/she is responsible for following the style guide principles
- The style guide can be found on the IT Councils GitHub

Submitting Issues
- Issues on GitHub can only be submitted by QA Tester (bugs), Manager of Web Services, Director of IT Council, and CIO
- All issues will be submitted to the Manager of Web Services and he/she will choose who will complete the issue from there

Getting Assigned Issues
- When given an issue he/she will be responsible for using ZenBoard to show the progress being made on the issue
- Issue assigned -> In Progress -> Ready to be Merged -> Closed
- NOTE: the Manger of Web Services is responsible for closing issues

Code Reviews (Submitting Pull Requests)
- When the issue has been completed who ever worked on the issue is responsible for creating a pull request so it can go through the code review process
- The Manager of Web Services will be responsible for code reviewing the request unless he/she is the one who creates it
- If Manager of Web Services, Director of IT Council, CIO create a pull request it is required to be reviewed by someone else (one of those three)

Work hours
- Each member of the IT Council is responsible for working at least 4 hours per week
- They all must submit reports to their managers/boss

Deploying Code
- Each member of the IT Council is recommended to test their code on the server (access will be given to them authorized by the CIO)
- To deploy into the production there must be approval from the CIO and Director of IT Council
- The CIO will be responsible for deploying new releases into production

Training
Each member of the IT Council will be required to go through the following training

1. Bootstrap Tutorial

2. Laracast Videos for Laravel Framework

3. Git and GitHub

4. Extensive walk-through of application