



Policy Subject
IT Governance Policy

Revision 1

Effective Date
6/18/2012

Policy Number
ITP 2

Department
TECHNOLOGY SOLUTIONS

To All City Employees

X *Thomas J. Bonfield*

Thomas J. Bonfield, City Manager

I. Purpose

To establish an Information Technology (IT) governance model for the City of Durham.

II. Policy

It is the policy of City of Durham to govern IT to ensure that all IT resources are aligned to the City Strategic plan and provides optimal value to the City.

III. Definition

Chief Information Officer (CIO): The senior executive in the City for Information Technology who supports enterprise goals.

IT Assets: Economic IT Resources (tangible or intangible) that produce value and are held to have positive economic value for the City.

IT Governance: An attempt to apply structure and control over managing IT within the City.

IT Infrastructure: The hardware used to interconnect computers and users.

IT Network: A collection of hardware components and computers interconnected by communication channels that allow sharing of resources and information.

IT Systems: A set of related components that produce specific results.

Technology Solutions Liaison: Coordinates department-specific IT issues, and disseminates information about IT services, policies and procedures, and product information (including recently-discovered vulnerabilities).

Technical Manager: A senior technical person within the department.

Standard Operating Procedure: Established procedure to be followed in carrying out a given IT operation or situation.

IV. Procedure

CIO Role

The Chief Information Officer (CIO) shall establish and provide governance of IT standard operating procedures and best practices for the City's IT infrastructure and systems in order to secure all IT assets and promote the most efficient use of technological resources. The CIO will submit a report to the City Manager bi-annually each fiscal year, and submit interim reports at the request of the City Manager on the current status of the City's technology standard operating procedures.

Department Role

All Departments within the City that use IT are responsible for:

- Adhering to the IT policies issued by the City Manager
- Promoting IT policy adherence
- Complying with the requirements of the IT governance model adopted by the City
- Ensuring staff follows security procedures of the IT systems and the network to which they are connected
- Designating a "Technology Solutions Liaison" to ensure that these responsibilities are carried out and to serve as a contact person for their department.
- Ensuring oversight of "Technical Managers" who are responsible for the operation of the IT systems within their department.

· Ensuring Technical Managers have the technical expertise required to ensure the safe and reliable operation of their respective departmental IT systems.

This policy recognizes that each department has different needs, IT resources and levels of internal expertise. Hence, the needs and resources of a given department may not require the Technology Solutions Liaison to have an extensive technical background.

V. Other

All violations of this policy shall be reported immediately to the CIO/Director of Technology Solutions by email, in person or in writing via interoffice mail.

VI. Attachment

None.