

OLDS COLLEGE POLICY

Olds College recognizes the need for Policies and Procedures, and the need for staff and students to be familiar with and follow such policies and procedures. It is the policy of the Board of Governors that breach of College Policies or Procedures shall result in disciplinary measures up to and including suspension or termination. This applies to all College staff and representatives.

CATEGORY:	Information and Technology Management		
SUBJECT:	Technology Management		
POLICY NUMBER:	E4		
CROSS REFERENCE:	A25 Code of Conduct E01 Information and Technology Management Governance and Management		
NEW \ REVISED			
Board of Governors	Administrative Services Committee	Academic Council	Common Issues
Date:	Date: January 12, 2015	Date:	Date:

POLICY STATEMENT

Technology is a strategic enabler that must be managed throughout its lifecycle to provide appropriate and architecturally compliant business tools to achieve Olds College’s mandate and outcomes.

Rationale

Managing technology effectively and efficiently through its lifecycle:

- Achieves the technical architectural vision for Olds College
- Promotes compatibility and supportability across Olds College’s technology environment
- Ensures technology assets and resources are used appropriately and in accordance with the Olds College’s Code of Conduct.
- Maintains technology currency where it maximizes the investment and meets the Institution’s need.
- Delivers a high level of customer satisfaction.
- Provides a stakeholder-focused service delivery model.
- Manages the technology related risks to minimize undesired consequences.
- Aligns the technology with business requirements.
- Ensures all technology related changes do not negatively impact the college.
- Optimizes the performance of technology assets, processes and services in response to college needs.

Scope

This policy applies to the acquisition, delivery and maintenance of Olds College’s information related technology assets, processes and services.

SPECIFIC GUIDELINES

The Olds College Information and Technology Management (ITM) Steering Committee will:

- Assess technology management maturity for continuous improvement and customer service focus.
- Ensure the Project Portfolio is aligned with institutional outcomes and strategies.
- Review and approve the enterprise applications and technology infrastructure lifecycles.
- Ensure technology service availability meets business requirements.

- Monitor incident resolution timeliness and quality.
- Ensure change management practices effectively manage risks of change.

Relevant Legal Instruments

None

Related Content

None

Supporting Control Objectives for IT (COBIT) 4.1 Control Processes

PO8 – Manage Quality

PO10 – Manage Projects

AI2 – Acquire and Maintain Application Software

AI3 – Acquire and Maintain Technology Infrastructure

AI4 – Enable Operation and Use

AI6 – Manage Changes

AI7 – Install and Accredited Solutions and Changes

DS3 – Manage Performance Capacity

DS8 – Manage Service Desk and Incidents

DS9 – Manage the Configuration

DS10 – Manage Problems

DS13 – Manage Operations

COBIT 4.1 Control Process Exemptions

None

Measurement

Stakeholder Satisfaction Survey Results.

Project Portfolio Reporting against original schedule, budget, and quality requirements.

Service Availability Metric.

Incident Resolution Metric.

Change Log.

IMPLEMENTATION AND ADMINISTRATIVE RESPONSIBILITY

Chief Information Officer

This policy will be reviewed at least every 5 years.