

TECHNOLOGY MANAGEMENT

This document is the parent policy for any College procedures. Questions regarding this policy are to be directed to the identified Policy Owner.

Category:	E. Information and Technology Management
Policy Number:	E04
Approval Date:	January 12, 2015
Effective Date:	January 12, 2015
Policy Owner:	Director, Information Technology

Objective:	<p>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.</p> <p>Rationale Managing technology effectively and efficiently through its lifecycle:</p> <ul style="list-style-type: none"> • 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. <p>Scope This policy applies to the acquisition, delivery and maintenance of Olds College's information related technology assets, processes and services.</p>
	<p>SPECIFIC GUIDELINES</p> <p>The Olds College Information and Technology Management (ITM) Steering Committee will:</p> <ul style="list-style-type: none"> • Assess technology management maturity for continuous improvement and customer service focus.
Policy:	

- 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.

Definitions:

Related Information:

A25 Code of Conduct

E01 Information and Technology Management Governance and Management

Related Procedures:

Review Period:

3 years

Revision History:

New: January 2015