

COMMONWEALTH OF VIRGINIA



Information Technology Resource Management

INFORMATION TECHNOLOGY RESOURCE MANAGEMENT POLICY

Virginia Information Technologies Agency (VITA)

ITRM PUBLICATION VERSION CONTROL

ITRM Publication Version Control: It is the user's responsibility to ensure they have the latest version of the ITRM publication. Questions should be directed to the Director of VITA's Policy, Practice, and Architecture Division (PPA). PPA will issue a Change Notice Alert for new versions, post releases on the VITA Web site, and provide an email announcement to the Agency Information Technology Resources (AITRs) at all state agencies and institutions of higher education and to other interested parties.

This chart contains a history of this ITRM publication's revisions.

Version	Date	Purpose of Revision
Original	12/08/2004	Base Document
Revised	07/24/2009	Revision includes minor administrative updates and changes to the codes used for publication designations.

Identifying Changes in the Policy

- A summary of revisions to the document is contained in the Version Information Table entries above
- Vertical lines in the left margin indicate changes from the last version of the document.

Review Process

Information Technology Investment and Enterprise Solutions Review

Chuck Tyger, Director of the Policy, Practices, and Architecture Division, provided the initial review of revisions to this policy.

Agency Online Review

The draft policy was posted on VITA's Online Review and Comment Application (ORCA) for 30 days. All agencies, stakeholders, and the public were encouraged to provide their comments through ORCA. All comments were carefully evaluated and individuals that provided comments were notified of the action taken.

PREFACE

Publication Designation

ITRM Policy GOV102-01: Information Technology Resource Management Policy

Subject

Policy for Information Technology Resource Management

Effective Date

July 24, 2009

Compliance Date

July 24, 2009

Supersedes

GOV102-00, December 8, 2004

Scheduled VITA Review:

Every two years.

Authority

Code of Virginia, §2.2-2007
(Powers and duties of the CIO)

Code of Virginia, §2.2-2005 et seq.
(Powers and Duties and the Virginia Information Technologies Agency; "VITA")

Code of Virginia, §2.2-2457; §2.2-2458
(Powers and Duties of the Information Technology Investment Board; the "Board")

Scope

This policy is applicable to all State Executive Branch agencies and institutions of higher education (collectively referred to as "Agency") that manage, develop, purchase, and use information technology resources in the Commonwealth of Virginia.

Purpose

This policy establishes a framework for the development and governance of Commonwealth of Virginia Information Technology Resource Management (ITRM) Policies, Standards, and Guidelines. The management of information technology (IT) resources requires the establishment and control of a set of documents that convey purpose, direction, and required activities. The documents that accomplish this are ITRM policies, standards, and guidelines (PSGs).

General Responsibilities

(Italics indicate quote from the Code of Virginia requirements)

The Chief Information Officer of the Commonwealth (CIO)

In addition to such other duties as the Board may assign, the CIO shall:

- *Direct the formulation and promulgation of policies, guidelines, standards, and specifications for the purchase, development, and maintenance of information technology for state agencies.*
- *Direct the development of policies and procedures, in consultation with the Department of Planning and Budget, that are integrated into the Commonwealth's strategic planning and performance budgeting processes, and that state agencies and public institutions of higher education shall follow in developing information technology plans and technology-related budget requests.*
- *Direct the development of policies and procedures for the effective management of information technology investments throughout their entire life cycles, including... at a minimum, the periodic review by the CIO of agency and public institution of higher education information technology projects estimated to cost \$1 million or more or deemed to be mission-critical or of statewide application by the CIO.*
- *Direct the development of policies and procedures that require VITA to review information technology projects proposed by state agencies and institutions exceeding \$100,000, and recommend whether such projects be approved or disapproved.*
- *To provide for the security of state government electronic information from unauthorized uses, intrusions or other security threats, the CIO shall direct the development of policies, procedures and standards for assessing security risks, determining the appropriate security measures and performing security audits of government electronic information. Such policies, procedures, and standards will apply to the Commonwealth's executive, legislative, and judicial branches, and independent agencies and institutions of higher education. The CIO shall work with representatives of the Chief Justice of the Supreme Court and Joint Rules Committee of the General Assembly to identify their needs*

- *Direct the development of policies, procedures, and standards that shall address the scope of security audits and the frequency of such security audits.*

The Virginia Information Technologies Agency (VITA)

VITA shall have the following additional powers which, with the approval of the CIO, may be exercised by a division of VITA with respect to matters assigned to that division:

- *Direct the establishment of statewide standards for the efficient exchange of electronic information and technology, including infrastructure, between the public and private sectors in the Commonwealth.*
- *Develop statewide technical and data standards for information technology and related systems to promote efficiency and uniformity.*
- *Develop and adopt policies, standards, and guidelines for managing information technology by state agencies and institutions.*

- *Develop and adopt policies, standards, and guidelines for the procurement of information technology and telecommunications goods and services of every description for state agencies.*

The Information Technology Investment Board (ITIB, the “Board”)

Approve strategies, standards, and priorities recommended by the Chief Information Officer for the use of information technology for state agencies in the executive branch of state government.

All State Agencies

Responsible for complying with all ITRM policies and standards and for considering all ITRM guidelines issued.

Related ITRM Policies, Standards, and Guidelines

ITRM Standard GOV 101 Policies, Standards, and Guidelines: Process for Initiation, Development, Review, Approval, and Promulgation

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1 INTRODUCTION

1.1 Purpose

This policy establishes a framework for the development and governance of Commonwealth of Virginia Information Technology Resource Management (ITRM) Policies, Standards, and Guidelines as well as other Policies, Standards, and Guidelines involved with information technology related issues, but are not related to technology resource management.

The management of information technology (IT) resources requires the establishment and control of a set of documents that convey purpose, direction, and required activities. The documents that accomplish this are ITRM Policies, Standards, and Guidelines (PSGs).

1.2 Framework for ITRM Policies, Standards, and Guidelines

The ITRM Framework provides the logical areas and sub-areas of control that together define a comprehensive information technology resource management program for the Commonwealth. The following definitions establish the scope and relationships within ITRM.

- 1.2.1 **Information Technology (IT)** is the hardware and software operated by an organization to support the flow or processing of information in support of business activities, regardless of the technology involved, whether computers, telecommunications, or other. In the *Code of Virginia*, information technology includes telecommunications, automated data processing, databases, the Internet, management information systems, and related information, equipment, goods, and services.
- 1.2.2 **Information Technology Resources** are the staff, software, hardware, systems, services, tools, plans, training, data, monies, and documentation that in combination comprise technology solutions to business problems.
- 1.2.3 **Information Technology Resource Management (ITRM)** is the term used to describe the processes to plan, allocate, and control information technology resources for improving the efficiency and effectiveness of business solutions.
- 1.2.4 The **ITRM framework** consists of two categories titled Enterprise Architecture and Information Technology Management. Within these broad categories, ITRM PSGs are developed and promulgated as needed. A few example sub-topics are provided below for clarification:

- Enterprise Architecture
 - Technical Architecture
 - Platforms
 - | ○ Solutions Architecture
 - Central Email
 - Business Architecture
 - | ▪ Services to Citizens lines of business
- Technology Management
 - Project Management
 - Methodology
 - Project Managers
 - Selection and Training
 - Asset Management
 - Asset Lifecycle

1.2.5 **ITRM Policy** – a document that elaborates on the Commonwealth’s information technology resource management philosophy by providing general statements of purpose, direction and required activities for one or more defined areas of the ITRM framework.

1.2.6 **ITRM Standard** – a document that elaborates on the Commonwealth’s information technology resource management program by providing required technical or programmatic activities in detail for a specific area of the ITRM framework.

1.2.7 **ITRM Guideline** – a document that provides information on optional activities related to an area of control for the Commonwealth’s information technology resource management program. Activities in guidelines are considered to be best practices but are not required.

1.3 Other Policies, Standards, and Guidelines (not ITRM)

Other Policies, Standards, Guidelines are documents prepared at the direction of the Governor and/or General Assembly, involve miscellaneous information technology related issues, and are not related to technology resource management. These documents are sometimes developed using procedures and formats similar to those used in the creation of ITRM policies and standards. However, if the area or topic addressed is outside of the ITRM framework, it will not have the designation of ITRM.

1.4 Development and Governance Responsibility

| The Information Technology Investment Board (ITIB) approves policies, strategies, standards, and priorities recommended by the Chief Information Officer (CIO) of the

Commonwealth for the use of information technology for state agencies in the executive branch of state government.

The CIO of the Commonwealth, under the direction and control of the ITIB, directs the formulation and promulgation of ITRM policies, standards, and guidelines (PSGs) and other technology related PSGs as required by legislation or other mandates. The CIO directs the development of PSGs for the effective management of information technology investments throughout their entire life cycles, including, but not limited to, project definition, procurement, development, implementation, operation, performance evaluation, and enhancement or retirement.

The Virginia Information Technologies Agency (VITA) supports the CIO in the development and adoption of PSGs:

- For the effective and efficient management of information technology;
- For the procurement of information technology and telecommunications goods and services of every description;
- For the efficient exchange of electronic information and technology, including infrastructure, between the public and private sectors in the Commonwealth; and,
- To promote efficiency and uniformity for information technology and related systems through the development of statewide technical and data standards.

VITA's Policy, Practice and Architecture Division (PPA) has responsibility for development of all Commonwealth of Virginia Information Technology Resource Management policies, standards and guidelines. PPA gathers input from stakeholders and may use a variety of expert resources internal and external to VITA.

2 APPENDICES

2.1 APPENDIX A: Designators for PSGs

Assignment of Uniform Alphanumeric Publication Designations for all Policies, Standards, and Guidelines

VITA's Policy, Practice and Architecture Division (PPA) is responsible for assigning a uniform alphanumeric Publication Designation (PD) to all Commonwealth of Virginia Information Technology Resource Management (ITRM) Policies, Standards, and Guidelines (PSG).

The following alpha codes shall be used to identify each PSG:

Infrastructure Domains + Governance	<u>Code</u>
Governance and Transitional Processes	GOV
Commonwealth Project Management	CPM
Enterprise Architecture	EA
Other Non-ITRM Policies, Standards, and Guidelines	OTH
Security Architecture	SEC

Publication Designations are constructed as follows:
ITRM ("Policy," "Standard," or "Guideline") CCC NNN-RR

Where: CCC is the Code for the assigned category designation from above (e.g., GOV)

NNN is the unique sequence number assigned to each P, S, or G. The lowest number in use is 101. Numbers are not reused following a rescinding of a P, S, or G. Numbers have no meaning by themselves.

RR is the revision number for the P, S, or G (e.g., 101-02 would indicate the second revision of 101). Together, the NNN number and the RR number identify a unique P or S or G. Each unique P or S or G will be archived if rescinded or superseded. The first PSG Standard on Topic A would be designated NNN-00.

Example: ITRM Standard GOV 101-00 was a new standard in 2000. Its effective date (MM DD YYYY) would appear in all page headers of the publication.

ITRM Standard GOV 101-01 is the first revision of the original 2000 standard above. The latest effective date (MM DD YYYY) would

replace the effective date and appear in all page headers of the publication.

Note: This unique numbering scheme permits the name to be modified as part of a revision allowing the number to track a topic consistently over time even though the content may have expanded in scope or in requirements. Title changes are not recommended unless they are required for clarification of content.

Publication Name

The full publication name would be stated as follows:

ITRM Standard GOV 101-01: Process Governing ITRM Policies, Standards and Guidelines.

Publication File Name

To enhance the readability of a file name used on the Internet, and to ensure ease of identification of the latest revision, the word “Policy, Standard, or Guideline” should appear first followed by the unique number, followed by the publication name and then the remainder of the PD. The following format would result.

ITRM_StandardGOV_101-01_ProcessGoverningPoliciesStandardsAndGuidelines.doc