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IT POLICY DEVELOPMENT & REVIEW PROCESS

Area:	Information Technology Services	Number:	
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Applies To:	Information Technology Services Division	Revised:	n/a
Sources:	Vice President for Information Technology	Page(s):	4

I. Purpose

This document describes the process and guidelines for developing and managing information technology related policies at Georgia Southern University. The pace of technology warrants that a systemic process of creation, review and revision be applied to the development and maintenance of policies so that they reflect current technology and issues.

II. Policy Statement

The CIO will engage a lifecycle methodology for creating and maintaining technology policy.

III. Procedures

1. Issue Identification & Scope Definition

Policy issues can be identified by anyone within the University community context. These issue must be clearly and accurately identified through the following steps.

- A. Determine if we need a policy.
 - What is the scope of the policy issue?
 - Who is or should be affected by it?
 - Does a policy already exist?
- B. Assign Focal Points.
 - Officer(s) of Primary Responsibility (OPR)
Most of the time this will be the CIO or Associate CIO.
 - Officer(s) of Coordinating Responsibility (OCR)
Most of the time this will be an IT Director

Deliverable: Memoranda regarding Statement of Policy Need
Responsibility: IT Directors

2. Conduct Research & Analysis

Once the Statement of Policy Need is created, the Officer of Primary Responsibility will conduct the following actions:

- Gather necessary information on the issue(s)
- Involve subject-matter experts (SME's) as necessary
- Review related (pre-existing Georgia Southern) policies
- Review analogous policy(ies) from peer institutions and/or best practices
- Involve the Office of Legal Affairs and Internal Audit as necessary.

Deliverable: Draft policy *concept document*

Responsibility: Officer(s) of Primary Responsibility (OPR)

3. Obtain Stakeholder Input

The concept document developed in step 2 will be vetted through appropriate channels which represent all stakeholders.

- Distribute draft policy concept and solicit input from *all* stakeholders
- Inform stakeholders of possible changes to policies, and how it affects them

Responsibility: Officer(s) of Primary Responsibility (OPR) / Officer(s) of Coordinating Responsibility (OCR)

4. Policy and Procedures Drafting

Once input on the concept document has been obtained, a draft of the policy and operational procedures can be written. In most cases the policy and the procedures will be two different documents. This will allow for associated procedures to be updated without having to change policy language.

The following process will be followed:

- The OPR will determine who will be responsible for drafting, vetting and approving the policy and procedures.
- Develop initial draft policy and accompanying procedures utilizing the IT Policy templates to ensure consistency
- Develop a communication plan / matrix for introducing the new policy.

Deliverables: Draft policy and procedures, Communication Plan

Responsibility: Officer(s) of Coordinating Responsibility (OCR)

5. Draft Policy and Procedures Posting

The drafted policy and procedures need to be reviewed by President's Cabinet and other relevant audiences.

- Present draft policy for consideration by President's Cabinet and relevant audiences (typically 30 days).
- Address requests for additional information, clarifications, objections, recommendations, etc.
- Make revisions to draft policy as necessary.

Deliverable: Final draft policy

Responsibility: Officer(s) of Primary Responsibility (OPR) / Officer(s) of Coordinating Responsibility (OCR)

6. Policy and Procedures Approval

The OPR (CIO) Will seek policy approval from President's Cabinet using established institutional methods and workflows.

- Submit amended draft policy for approval
 - Date & version accordingly

Deliverable: *Approved* policy document

Responsibility: Officer(s) of Primary Responsibility (OPR)

7. Distribution & Adoption

Once approved, the policy and procedures need to be posted to VPIT policy website, a master backup created, and distributed according to the established communication plan.

- Post approved policy in master repository, ensuring proper classification for easy reference
- Distribute policy document as per Communication Plan
- Oversee policy implementation

Deliverables: *Published* (approved) policy

Responsibility: Officer(s) of Coordinating Responsibility (OCR)

8. Policy and Procedure Review

Periodically, the policy will be reviewed. The following steps shall be taken:

- Evaluate policy as per the review schedule specified in the policy itself
- Is it still needed / applicable? If not, retire policy
- Amend, update, modify as necessary
 - Is a new policy required due to extensive changes necessary?
- Obtain approval for changes, as required

- Date and version

Deliverable: Revised/updated policy (in some cases the review process may spawn the creation of a new policy)

Responsibility: Officer(s) of Coordinating Responsibility (OCR)

9. Policy Retirement

Some policies can be retired when another policy supersedes it, or if the issue is no longer apparent. To retire a policy:

- Move retired policies to a Policy Archive, ensuring correct classification to enable future reference
- Communicate policy retirement as per Communication Plan

Deliverable: *Retired/obsolete* policy document

Responsibility: Officer(s) of Coordinating Responsibility (OCR)

Overview of the full lifecycle policy development, refreshment and retirement process:

