

Office of Information Technology Policy

Title **Enterprise Governance**

Policy:

The applications, data, and other information technology resources belonging to the State shall be managed in a way that balances central oversight with agency management. As the stewards of taxpayer assets, the responsibility for managing IT resources should be allocated in ways that maximize the results and accountability of the various stakeholders. The objective is to optimize usage of IT resources while providing for agency management of business processes and data.

Scope:

All entities under the authority of the Office of Information Technology, pursuant to the provisions of R.S. 39:15.1, et seq., must comply with this policy which includes all departments, boards and commissions within the executive branch and higher education institutions, unless otherwise superseded by specific legislation, executive order, or policy.

Responsibilities:

The overall responsibility for information technology can be allocated among the agency users, the service providers and the central oversight as follows:

The Office of Information Technology (OIT) shall define the framework for IT governance, the information technology master plan, and the proposed policies, procedures and service architecture. In conjunction with the budget office and other central authorities, OIT reviews requests for resources, services, and the overall performance and cost effectiveness of the solutions requested and obtained. OIT may also designate service providers and define their scope of operation.

The departments, in light of executive and legislative mandates, make the business decisions, project the needed resources, prepare the service requests and manage the use of IT services within their department, including the monitoring and management of user demand.

The service providers track the industry forecasts, emerging technology and best practices, and on the basis of customer projections, develop lines of service, project the aggregate usage, and publish budget rates within the confines of applicable cost recovery guidelines. The providers procure the needed resources and tools to ensure the availability of services at the mandated levels of quality and quantity, while providing customers with the tools needed to review usage.

Related Policies, Standards, Guidelines:

IT POL 0-02 *Enterprise Shared Services*

Effective Date:

December 20, 2009