



Information Technology Resource Management (ITRM) Policies, Standards and Guidelines

Todd Kissam

Policy, Practice and Architecture Division

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Policies, Standards and Guidelines (PSG)

- Background:

- Policies, Standards and Guidelines (PSGs) have been around since the 1980s
- Communities of Interest (agencies, partners, other stakeholders) create and maintain to address business needs
- VITA's role is facilitation
- Cover only targeted areas of high-value within the broader scope of IT
- Focus evolves over time in response to changes in business needs



Examples of Changes in PSG Focus

- 2003: support creation of VITA
 - Project and technology management

- 2005: support transition to IT Infrastructure Partnership
 - Business architecture
 - Platform and network architecture



Examples of Changes in PSG Focus

- 2006 to present: support IT partnership
 - Security
 - Rest of technical architecture
- 2008 to present:
 - Data standards
 - Application governance
 - Health IT



Why do we have PSGs?

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).



Definitions

- Policy - Provides general statements of purpose, direction and required activities for one or more defined areas of the ITRM framework
- Standard - Provides required technical or programmatic activities in detail for a specific area of the ITRM framework
- Guidelines - 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.

4 Tiers of PSGs

**Commonwealth of Virginia
Information Technology Resource Management (ITRM)
Document Map for Policies, Standards, Guidelines & Supporting Documents**

Key

Tier 0	Enabling and cross-category documents – create and support the framework for IT Governance
Tier 1	The most important (highest level) documents for each category defined within the IT Governance framework
Tier 2	Additional policies , standards and guidelines for each framework category
Tier 3	IT Governance framework supporting documents that are not PSGs (templates, checklists, etc.)



Example: Security

- Tier 1: *IT Information Security Standard*: Defines the minimum requirements for each agency's information security management program
- Tier 2: *IT Contingency Planning Guideline*: Guides agencies in the implementation of the information technology contingency planning requirements defined by ITRM Standard SEC501-01
- Tier 3: *Interoperability Security Agreement Template*: Memorandum of Understanding between two system owners (downloadable Word form)

Commonwealth of Virginia Information Technology Resource Management (ITRM)

Document Map for Policies, Standards, Guidelines & Supporting Documents: 10/27/2010

Category	Security	Enterprise Architecture (EA)	Information Technology Management
Tier 0	ITRM Policy [01] ITRM Standard on Development & Governance of PSGs [02] ITRM Glossary [03] (Supporting Document)		
Tier 1	Security Policy [11] Security Standard [12]	EA Policy [13] EA Standard [14]	Technology Management Policy [15] ITIM Standard [16] Project Management Standard [17]
Tier 2	<p style="text-align: center;"><u>Standards</u></p> Audit [21] Use of Non-Commonwealth Computing Devices to Telework [22] Removal of Commonwealth Data from Electronic Media [23] Secure Remote Access to Online Court Documents [24] Virginia Real Property Electronic Recording [25]	Accessibility Standard [51] Procurement Vendor Data Standard [52] Model Virginia Map Accuracy Standards Guideline [53]	Project Manager Selection and Training Standard [71] Commonwealth Project Management Guideline [72] Technology Management Glossary Standard [73]
Tier 3	<p style="text-align: center;"><u>Guidelines</u></p> Security [26] Audit [27] Information Systems Facilities Security [28] Contingency Planning [29] Data Protection [30] Logical Access Control [31] Personnel Security [32] Risk Management [33] Threat Management [34] Asset Management [35]	EA Reports [61] EA Checklist [62] Data Dictionaries [63] Data Models [64]	
Tier 3	Templates [41]		

VITA:ITRM Policies, Standards and Guidelines - Windows Internet Explorer provided by Virginia IT Partnership

http://vita.virginia.gov/library/default.aspx?id=537

File Edit View Favorites Tools Help

VITA:ITRM Policies, Standards and Guidelines

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ITRM Policies, Standards and Guidelines

ITRM Wide and Supporting Documents

- Information Technology Resource Management Policy (GOV102-01) (07/24/2009)
- Governance Document Development Process Standard (GOV101-01) (12/08/2004)
- COV ITRM Glossary (01/15/2010) A single comprehensive glossary that supports Commonwealth Information Technology Resource Management (ITRM) documents.

Enterprise Architecture

The Commonwealth's Enterprise Architecture (EA) contains Business, Information, Solutions, and Technical Architecture components. EA provides the framework for establishing comprehensive requirements for information technology resource management. The Enterprise Technical Architecture (ETA) is comprised of eight technical domains (Applications, Database, Enterprise Systems Management, Information, Integration, Networking and Telecommunications, Platform, and Security). The EA Policy (EA 200) and EA Standard (EA 225) address all of the components of the Commonwealth's Enterprise Architecture, including the eight ETA technical domains. The EA Standard includes comprehensive requirements and technology standards for each technical domain except Security. Applicable security policies and standards are referenced within the Security Section of the EA Standard.

Reports containing research, reviews, requirements, technology standards, recommended practices and principles related to specific technical domains or technology topics can be found in the [EA Library](#).

- Enterprise Architecture Policy (EA 200-01) (08/24/2010)
 - EA Change- Exception Request Form (08/24/2010)
- Enterprise Architecture Standard (EA 225-06) (08/24/2010)
 - Information Technology Accessibility Standard (GOV103-00) (11/04/2005) Find more Accessibility information on [VITA's Accessibility page](#).
 - WEB-R-14 Number of Primary Navigation Links: Blanket Exception for Code of Virginia Mandated Graphic Links
- Enterprise Data Standards
- EA Exception Request Log (08/12/2010)

Geographic Information Systems (GIS)

- Model Virginia Map Accuracy Standards Guideline (ITRM Guideline OTH701-00) (03/15/2009)

Information Security

Information Security Policy

- IT Information Security Policy (SEC 519-00) (07/24/2009) (Word version)
- IT Information Security Policy (SEC500-02) (07/17/2008) (Superseded by SEC519-00)

Hot Topics

- ITRM Policies, Standards and Guidelines
- IT Accessibility Standards, Web Site Standards, Web Site Guidelines
- VITA Rates
- FAQs
- COV Strategic Plan for Information Technology
- IT Accessibility Toolkit
- VITA Metrics
- Removing Data

Video

Information Security Video: "Duhs of Security"

"Duhs of Security" video with subtitles

More VITA video:

Narrowband Video: "Are You Ready?"

Narrowband video transcript

VITA Customer Care Center

(888) 837-8482 vocc@vita.virginia.gov

VITA Expenditures

Local intranet 100%



Formal Process for PSGs

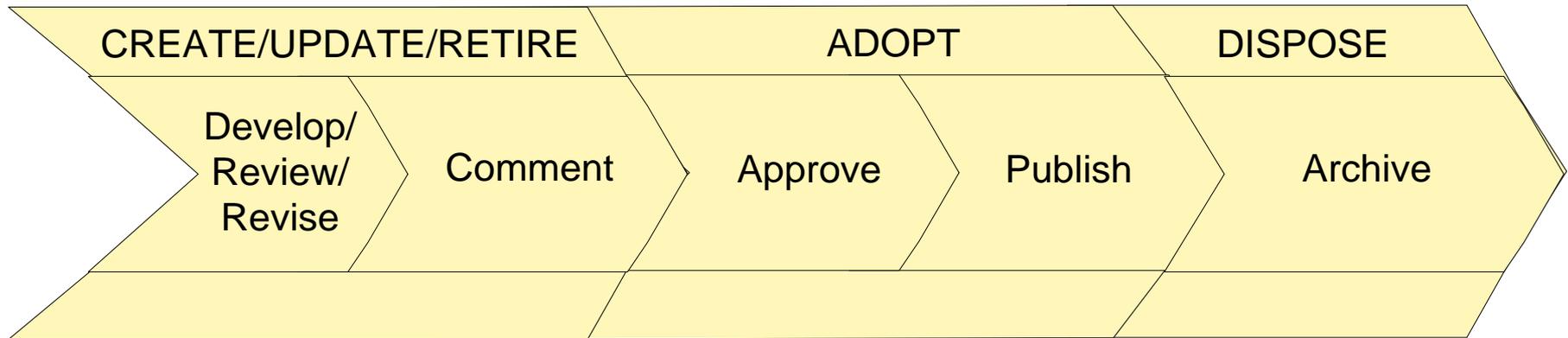
ITRM Standard on Development and Governance of Policies, Standards and Guidelines (GOV101-02) - establishes “a comprehensive and uniform process for development, review, approval, maintenance and retirement of policies, standards, and guidelines (PSGs) for use in information technology resource management (ITRM) by executive branch agencies in the Commonwealth of Virginia.”



What the Standard Covers

- Definitions
- PSG lifecycle
- Timeline to develop, revise or rescind
- Style and format of PSGs
- ITRM publication version control

PSG Lifecycle



- Some PGS are undated annually (Security)
- Some every 2 to 5 years (pre-approved schedule)
- Some are updated as needed (EA Standard)



In General: Current PSG Process

- Identify and define needed effort/priority
- Establish stakeholder team (significant agency involvement)
- Research and develop draft (VITA facilitates)
- Internal reviews
- Post to ORCA for stakeholder review
- Address every comment
- Finalize document
- CIO approval
- SoTech approval
- Publish/implementation



On-line Review & Comment Application (ORCA)

- All AITRs and other stakeholders notified by e-mail that document has been posted
- Most documents posted for 30 days
- Open to all stakeholders (including the public – more than 1,000 accounts)
- Everyone who comments is contacted with a response
- Special 15-day comment period for administrative changes only (example: ITIB)



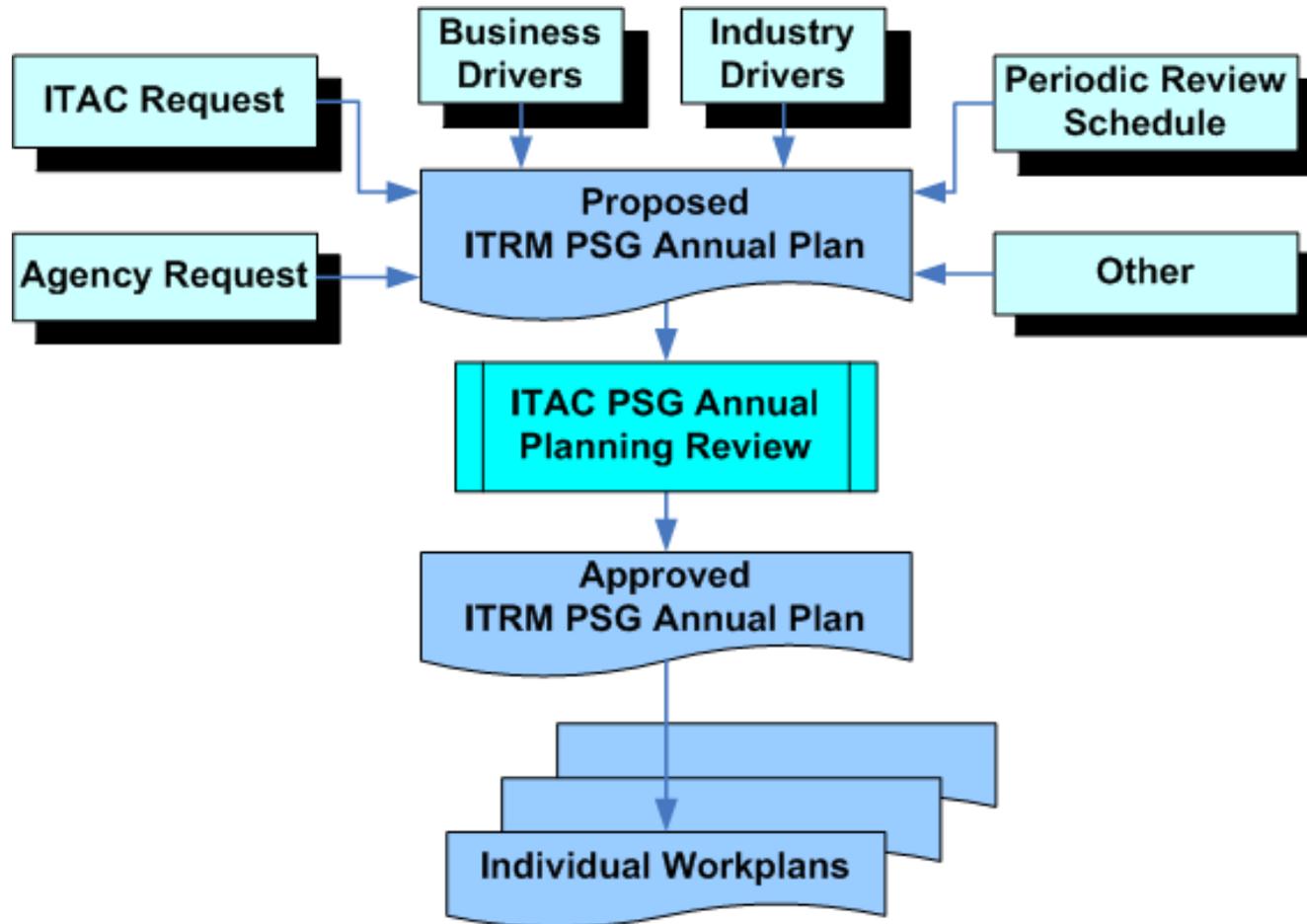
ITAC Involvement in Proposed PSG Process



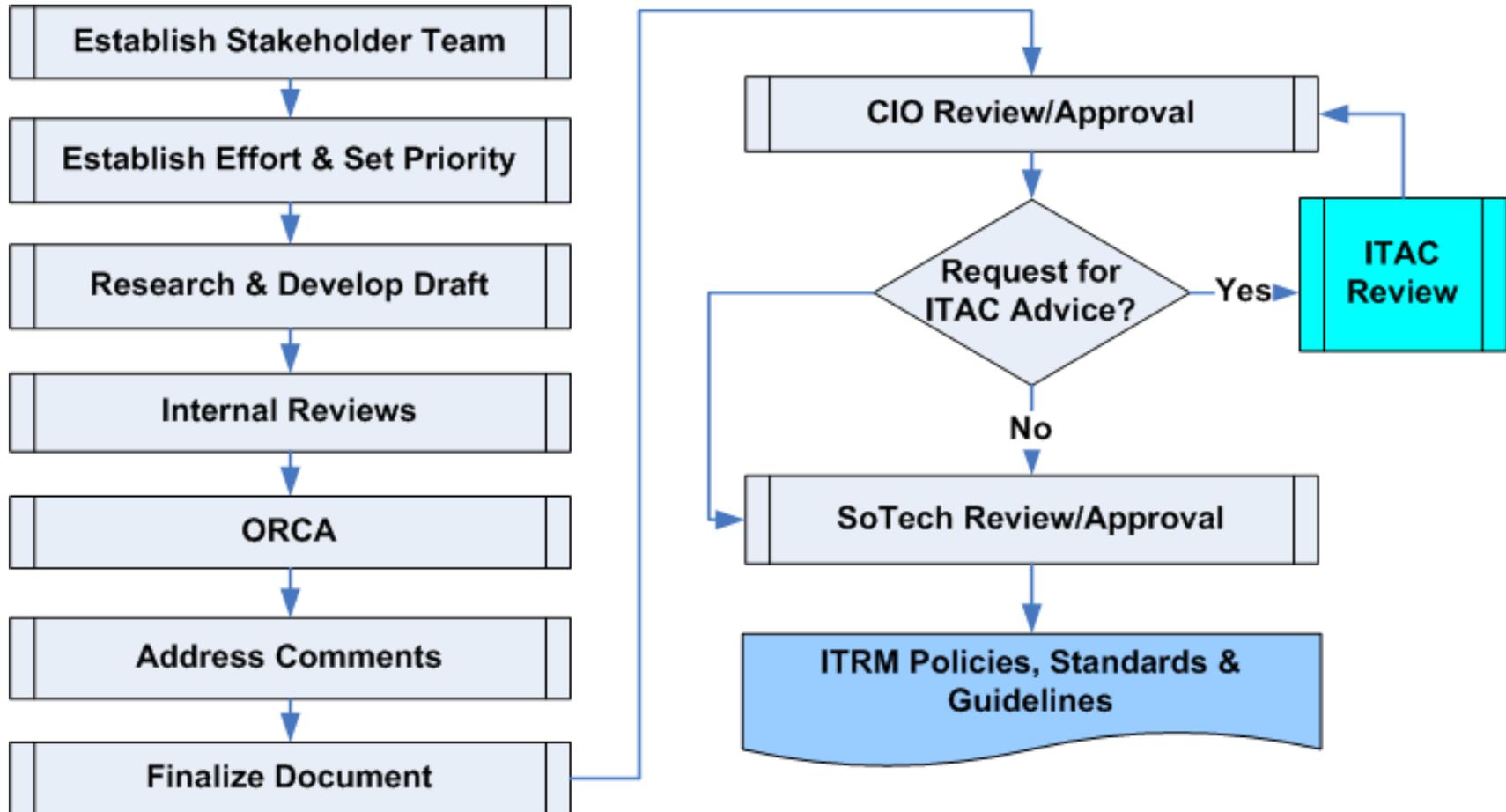
Two Proposed Areas of ITAC Involvement

1. Annual review of planned PSG efforts
2. Review of PSGs at CIO approval stage as requested. ITAC members can:
 - (a) comment back to the CIO individually, and/or
 - (b) request that the full ITAC receive a presentation and have the option to provide recommendations as a body

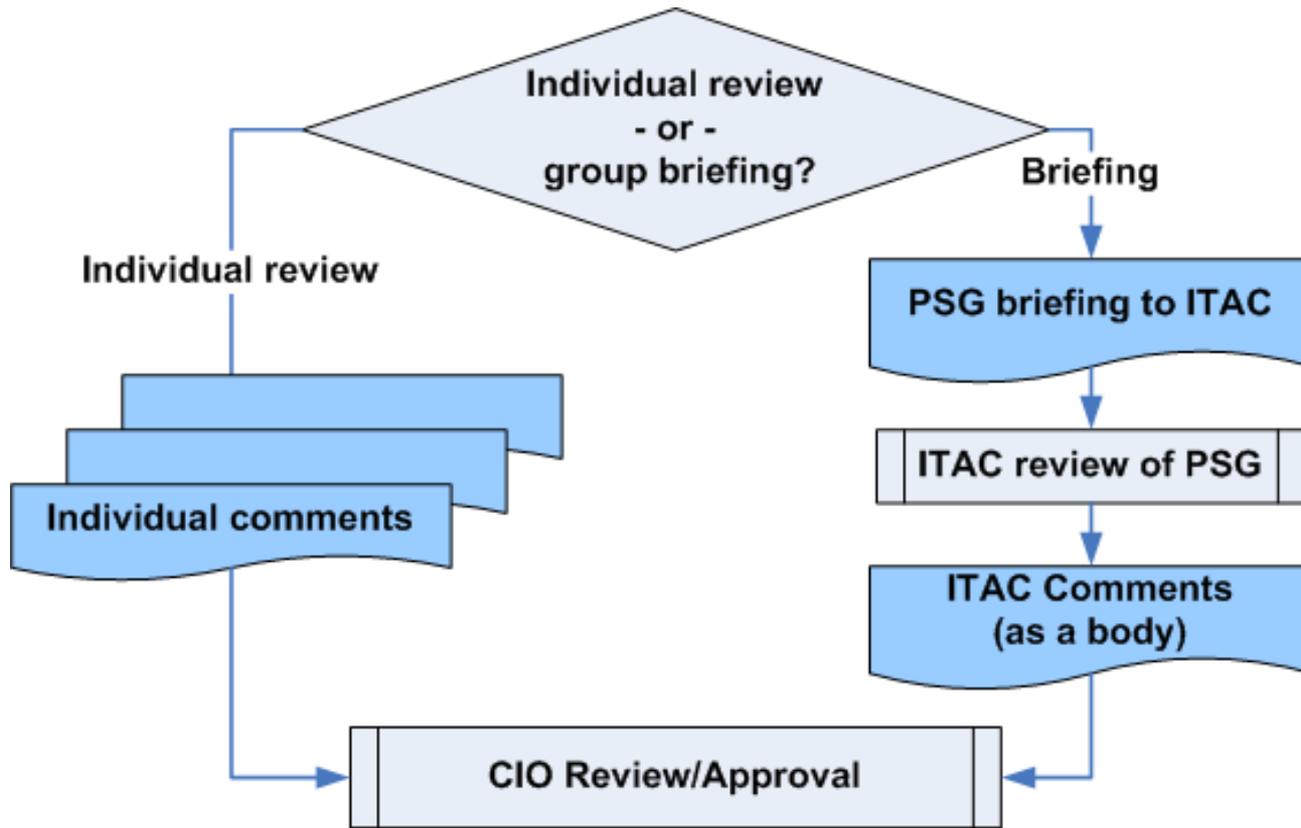
PSG Planning



PSG Process



ITAC Review of an ITRM PSG



ITAC/ITIB Required Administrative Changes

- 17 PSGs need(ed) to be changed
 - 2 complete; 2 awaiting approval
 - 4 in comment stage
 - 2 require extensive changes, 7 minimal changes
- Current PSG standard creates a special 15-day ORCA comment period for documents with administrative changes only
- The new process will make it easier to update the documents (7) that only need minimal changes



Example ITAC/ITIB Administrative Change

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.*

Information Technology Advisory Council (ITAC)

- *Advises the CIO and Secretary of Technology on the development, adoption and update of statewide technical and data policies, standards and guidelines for information technology and related systems.*



Current PSGs Awaiting Approval



ITRM Policy (GOV102-02)

This policy establishes a framework for the development and governance of Commonwealth of Virginia Information Technology Resource Management (ITRM) Policies, Standards and Guidelines.



GOV102-02: Changes

- Minor administrative updates to reflect IT governance changes in the Code of Virginia (ITAC vs. ITIB)



ITRM Standard on Development and Governance of Policies, Standards and Guidelines (GOV101-02)

Establishes a comprehensive and uniform process for development, review, approval, maintenance and retirement of policies, standards and guidelines (PSGs) for use in information technology resource management (ITRM) by executive branch agencies in the Commonwealth of Virginia.



GOV101-02: Changes

- Major rewrite that revises and streamlines processes and procedures related to the development, promulgation, maintenance and retirement of Commonwealth information technology related policies, standards and guidelines. (Document was reduced from 40 to 13 pages)
- Introduces 15-day (vs. 30-days) ORCA review for documents that only have administrative type changes
- Introduces the facility to address emergency changes
- Also includes administrative changes that reflect the new IT governance structure (ITAC vs. ITIB)



ITRM Model Virginia Map Accuracy Standards Guideline (OTH701-01)

To provide a model approach for defining spatial accuracy as it pertains to maps of all scales greater than or equal to 1:100,000 prepared for special purposes or engineering applications in state agencies



OTH701-01: Changes

Document revised with administrative changes only to reflect new IT governance structure (ITAC vs. ITIB)

Note:

- This document will be replaced by a major updated standard within two years.



Questions