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CHAPTER 8

INFORMATION TECHNOLOGY RESOURCE STANDARDS

PURPOSE:

This procedure outlines the processes for documenting, coordinating, and adopting information technology resource standards for the Department.

AUTHORITY:

Sections 20.23(4)(a) and 334.048(3) Florida Statutes

SCOPE:

This procedure applies to all ~~members of the Department's workforce who use Department owned, managed, or leased information technology resources, that are identified as a Department standard.~~

REFERENCES:

~~Chapter 7 of this Manual
Adopted Information Technology Resource Standards~~

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TRAINING:

~~None required.~~

FORMS:

~~None required.~~

DEFINITIONS:

~~CADD: Computer Aided Design and Drafting~~

~~Department Standard: An established criterion to achieve a desired level of quality, which impacts the operations of more than one office or district. Any deviation must be approved and documented as an exception and supported by sound judgment.~~

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~~**District:** For purposes of this procedure, the term "district" refers to the 7 geographical districts, Turnpike District, Central Office, Central Warehouse, Office of Toll Operations, and Motor Carrier Compliance.~~

~~**Information Technology Resources (ITR):** Data processing hardware, software and services, communications, supplies, personnel, facility resources, maintenance, and training. (For purposes of this procedure, facility resources are those resources associated with the operation of a facility, i.e., power, environmental, fire suppression, secured access, etc.)~~

GENERAL:

~~According to **Section 282.3055, F.S.**, The Agency Chief Information Officer is responsible for developing and implementing agency information resources management policies, procedures, and standards, including specific policies and procedures for review and approval of the agency's purchases of information technology resources.~~

Various offices within the Department identify and evaluate information technology resources for use within their area of responsibility. In many cases, the use of these resources necessitate they be adopted as **Department standards**.

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8.1 DOCUMENTING INFORMATION TECHNOLOGY RESOURCES (ITR) STANDARDS

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8.1.1 The Chief Information Officer (CIO) is responsible for establishing and maintaining ~~a list of Information Technology Resource Standards for the Department and for approving offices to identify and evaluate information technology resources that become Department standards.:~~

~~—— (A) — A list of Information Technology Resource Standards for the Department;~~

~~(B) — A list of offices within the Department that identify and evaluate information technology resources that become Department standards.~~

8.1.2 ~~These lists are maintained~~The Department's adopted information technology resource standards are identified in the ~~in a document titled~~ **Adopted Information Technology Resource Standards** available on the Department's intranet (Infonet). The document is linked from the Office of Information Systems' (OIS) Infonet web-site and is hereby incorporated by reference and made part of the Department's Standard Operating System.

8.1.3 The Selected Exempt Service (SES) or Senior Management Service (SMS) managers of offices that ~~have been approved to~~ identify and evaluate information technology resource ~~standards shall implement processes and procedures for the review of proposed information technology resource standards. must ensure that procedures are established for those processes. These procedures must be in place before the recommended resources can be adopted as Department standards.~~

8.2 COORDINATING ADDITIONS OR CHANGES TO ITR STANDARDS

8.2.1 ~~If an office identifies and evaluates an information technology resource and determines that it should be recommended as a Department standard, the SES or SMS office manager must forward a written request to the CIO for review and approval of the resource as a Department standard. District Information System Managers will forward any requests submitted by their office directly to the CIO. District CADD Managers will forward any requests submitted by their office directly to the Manager of the Engineering/CADD Systems Office, who will coordinate with the CIO. This same process is used for requests to change or delete ITR standards.~~

Commented [VJ2]: Shouldn't this go through the IRR process?

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8.2.2 ~~The CIO will issue a notification via e-mail that an addition or modification to Department standards has been requested. The notification list will include:~~

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~~(A) All office managers, or delegates, whose offices are responsible for identification and evaluation of information technology resources that become Department standards;~~

~~(B) The District Information System Managers;~~

~~(C) The District CADD Managers;~~

~~(D) The OIS office managers;~~

~~(E) Key user personnel within the Department who are involved with the deployment and use of technology for their office. The CIO will coordinate the identification of these users.~~

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Commented [VJ6]: Who are key user personnel? Since this isn't defined, is this needed?

~~**8.2.3** The CIO will request feedback via e-mail on concerns or issues regarding each request. Recipients of the notification will have two weeks to provide comments.~~

Commented [VJ7]: I think we can shorten this procedure if we direct everyone to the IRR system. The acquiring IT resources procedure thoroughly details the whole process.

~~**8.2.4** If unresolved concerns or issues surface from the feedback process, the CIO will coordinate appropriate meetings and discussions to resolve the concerns or issues. If necessary, these meetings may involve the appropriate SMS or SES managers.~~

~~**8.2.5** Once all issues and concerns are resolved, the CIO's approval of the request will result in the adoption of the addition or change as a Department standard. If the requested addition or change is not approved, the CIO will return the request to the originator with appropriate justification as to why the approval was not granted. All requests for adding, modifying, or deleting adopted information technology resource standards shall be submitted through the Technology Request System as described in Chapter 7 of this Manual.~~

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8.3 ADOPTION OF ITR STANDARDS

~~**8.3.1** Final decisions on changes to ITR Standards will shall be made approved by the CIO through processes outlined in in this procedure Chapter 7 of this Manual. Changes will shall be coordinated with the Forms and Procedures Office and reflected in the **Adopted Information Technology Resource Standards** document on Infonet.~~

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~~**8.3.2** Appropriate stakeholders shall be notified of any changes to the ITR Standards. Notification that ITR Standards have been updated will be sent via e-mail to the recipients identified in **Section 2.2** of this chapter.~~