

# Introduction

## INFORMATION TECHNOLOGY RESOURCE USER'S MANUAL

### I.1 PURPOSE

The *Information Technology Resource User's Manual (ITR Manual)* contains the standards, guidelines, and requirements related to information technology resources. The State of Florida and the Department of Transportation (Department) treat information and information technology resources as strategic and vital assets that enable technology resource users to meet the requirements of their jobs. The *ITR Manual* ensures consistency for the proper acquisition, security, use, distribution, and disposal of information and information technology resources, and helps to ensure that information and information technology resources are used to maximum efficiency.

### I.2 AUTHORITY

Sections 20.23(4)(a), and 334.048(3), Florida Statutes (F.S.)

### I.3 REFERENCES

- Contact Management System
- Department's Standard Operating System, Topic No. 025-020-002
- Recording, Transmitting, and Depositing Receipts and Refunding Moneys, Topic No. 350-080-300
- Rule Chapter 71A-1, Florida Administrative Code
- Section 119.07, F.S.

### I.4 SCOPE

The *ITR Manual* is intended for use by all users of the Department's information technology resources.

### I.5 DISTRIBUTION

The local Technology Services and Support Office Manager shall appoint district security coordinators. The Technology Services and Support Manager for the Turnpike Enterprise shall appoint a security coordinator(s) for Turnpike Enterprise. The

Enterprise Technology Services and Support team (ETSS) will maintain a current list of security coordinators including their positions, titles, postal addresses, e-mail addresses, and phone numbers. The Office of Information Systems (OIS) Operations Review Specialist with the Enterprise Communications and Administrative Services team within the Central Office will act as a district contact for requests for copies of the **ITR Manual** and **ITR Manual** revision comments or suggestions. The Operations Review Specialist is responsible for coordinating the review and publication of the **ITR Manual** in accordance with this procedure.

Pursuant to **Section 119.071(1)(f), F.S.**, data processing software obtained by the Department under a licensing agreement that prohibits disclosure and which the software is a trade secret is exempt from public records disclosure. Additionally, agency-produced software classified as sensitive is exempt from public records disclosure. In accordance with **71A-1.006, F.A.C.**, the Department is responsible for identifying information and software that is confidential and exempt from public records inspection.

The **ITR Manual** and its associated addendums are available both internally and externally. The Operations Review Specialist is responsible for notifying registered customers when significant updates to the **ITR Manual** occur. Once a significant update to this **Manual** occurs, the Operations Review Specialist will provide a brief summary of the update to registered customers via the **Contact Management System**.

### **I.5.1 MANUAL REGISTRATION**

All customers are strongly encouraged to access the **ITR Manual** via electronic means, printing only those sections as required. Internal and external customers may register to receive electronic notification of updates to the **ITR Manual** by registering via the **Contact Management System**. Customers wishing to register can access the **Contact Management System** via the following link:

<http://www2.dot.state.fl.us/contactmanagement/Utilities/login.aspx?ReturnUrl=%2fcontactmanagement%2fDefault.aspx>.

Access to an electronic copy of the **ITR Manual** is available free of charge to customers via the Internet; provided such disclosure is not prohibited pursuant to **Section 119.071(1)(f), F.S.**

### **I.5.2 HARD COPIES**

Customers may request hard copies of individual pages or of whole sections of the **ITR Manual**. Requestors shall be made aware of free electronic access prior to processing

requests for hard copies of this *ITR Manual* and its sections. A reproduction fee, in accordance with Department printing costs for one-sided or two-sided paper, shall be assessed at the rate specified in **Section 119.07, F.S.** Any monies received must be submitted to the Comptroller in accordance with the most recent version of the ***Recording, Transmitting, and Depositing Receipts and Refunding Moneys, Topic No. 350-080-300.***

## **I.6 QUESTIONS, SUGGESTIONS, AND COMMENTS**

Any questions, suggestions, or comments regarding the *ITR Manual* shall be sent to the District Security Coordinator for district staff, or to the Operations Review Specialist for Central Office staff. To better facilitate responses to questions, suggestions, and comments, customers must include their contact information, specific section of the *ITR Manual* being referenced, and a summary of the question, comment, or suggestion.

## **I.7 REVISIONS AND ADDITIONS**

The *ITR Manual* is a dynamic document that requires periodic review. Each section of the *ITR Manual* will be reviewed on a biennial basis as follows: Even numbered chapters will be reviewed in even numbered years, and odd numbered chapters will be reviewed in odd numbered years. The OIS Management staff member assigned as the contact person for the section will conduct the review. The Operations Review Specialist will route any comments received during the previous twenty-four months to the appropriate section contact for the biennial review. Separate files will be maintained on each section including the original draft, final adopted version, revisions, comments received, and history of any changes made to the section. The Operations Review Specialist will ensure that all comments received during the previous twenty-four months are reviewed, responded to, and if appropriate, incorporated into any revision of the section. The Operations Review Specialist will also ensure that substantive content changes to an existing section are reviewed by all OIS Managers.

When a new item appears which cannot be adequately addressed within the *ITR Manual's* present chapters/sections, a new section will be drafted by the OIS. New chapters or sections will be circulated for preliminary and executive review in accordance with **Section 5** of the ***Standard Operating System, Topic No. 025-020-002.*** New sections of the *ITR Manual* constitute a significant update, and as such, the Operations Review Specialist will provide notice of the update. See **Section I.5 Distribution.**

The OIS will determine when minor content revisions and updates are necessary. The OIS Management team member responsible for procedural review will determine whether a revision is needed, and approve minor changes as necessary.

## **I.8 SUPPLEMENTAL INSTRUCTIONS**

The *ITR Manual* is designed for revision. The Chief Information Officer may issue correspondences, bulletins, and other forms of communication to substitute for the processes prescribed in the *ITR Manual* during emergency situations, and for a maximum of ninety days. When such a substitution is made, the Operations Review Specialist will notify registered customers of the emergency change.

The OIS will coordinate emergency updates with the Forms and Procedures Office prior to the release of an emergency update. As applicable, the OIS will also coordinate with the Office of General Counsel, Office of Comptroller, or Administrative Services Manager as necessary prior to the publication of an emergency change.

## **I.9 TRAINING**

Training on the use of the *ITR Manual* is not required. Courses are available within the Department in individual subject areas.

## **I.10 FORMS**

Forms will be listed on a chapter-by-chapter basis, with accessibility identified if not available from the Department's Forms Library.