

B1004 – COMPUTER TECHNOLOGY PLANNING

PROCEDURES

Planning

1. Requests for new or additional enterprise computer technology will be made as a component of the budget creation process. The request will originate with the head of each department and proceed through management to the relevant SLT member. Requests are to be researched at the department level and a cost confirmation will be completed by IT for each specific request. EdTech will be consulted on all educational technologies.
2. Each SLT member will ensure that all requests for enterprise computer technology are documented, as appropriate, in the form of a Project Proposal or Briefing Note, submitted to IT and include:
 - a) availability of existing technology resources to meet the need
 - b) business case
 - c) sustainability of the proposed solution (ongoing operational budget and staffing resources)
 - d) a completed Privacy Impact Assessment (PIA), or a statement that it was explicitly declined by the Director, Organizational Risk Assessment as not required
 - e) Security Threat and Risk Assessment, and
 - f) normal replacement timing and budget forecasts for the technology.
3. New enterprise computer technology proposals are submitted as a request to IT and require a minimum lead-time of 90 days.

Acquisition

4. The CIO or designate will make a recommendation to the SLT member to whom they report, with regard to:
 - a) the purchase of new enterprise computer technology
 - b) placement of the items, with regard to timing, in the technology recycling/replacement plan
 - c) sequencing of acquisition requests
 - d) sequencing of implementation, and
 - e) divestiture of any existing enterprise computer technology that the new solutions replace or make obsolete.
5. The responsible SLT member will, through the CIO, communicate approved recommendations to the IT Governance Committee, who will then verify and assign the priority for acquisition/replacement of the requested computer technology.
6. Exploration of alternative methods for the provision of enterprise computer technology, including sponsorship and naming opportunities, consortium opportunities, outsourcing and advertising, user fees, and technology fees will be examined either by the SLT member or the IT Governance Committee prior to approving acquisition through the College budget process.
 - In cases where the new enterprise computer technology provides benefits limited to specific departments, the requesting department will need to fund the acquisition and implementation of the new technology as follows:
 - If the requesting department can fund the acquisition and year 1 costs, it must also submit a briefing note to the Vice-President, Finance and Administration to

review and approve the ongoing budget pressure of including any support or maintenance costs in the IT budget for subsequent years.

- If the requesting department cannot fund an acquisition, then a Budget Addition Request must be prepared as part of the annual budgeting process. This Budget Addition Request must clearly identify both the initial acquisition and year 1 costs, as well as the ongoing budget pressure of support and maintenance costs that will be added to the IT budget for subsequent years.

Provisioning

7. Provision of enterprise computer technology for use by College faculty and staff will be at a level that allows for the completion of their work, with a priority placed on compatibility with current systems and sustainability over the life of the product.
8. IT, using identity access management processes, will ensure access is provided in accordance with the roles as defined by the department, College policies and/or the SLT member.
9. The College may provide students and faculty and staff with internal and/or external resources with a goal to improve technology literacy for academic and business purposes.
10. Authorization for computer technology training for faculty and staff will be the responsibility of People and Culture, and will be delivered following:
 - a) identification of the essential ability levels of faculty and staff;
 - b) consultation with relevant internal departments and groups to determine the computer technology training that they currently provide, including the existing delivery arrangements; and
 - c) analysis of the ability to convert existing training to online or modularized self-study format.
11. Computer technology assistance for faculty, staff and students will be established following:
 - a) consultation with the existing instruction and student support areas who provide “help-line” assistance and more in-depth one-on-one services;
 - b) consultation with student and faculty and staff focus groups to identify the levels of assistance that are required the majority of the time;
 - c) development of a plan for the most effective, efficient and economic way to deliver the required assistance, including identified realistic response times; and
 - d) adequate funding and resources allocated by the College to realize the support level identified.

Disposal

12. Subscription cancellation will be done in a planned manner to ensure that an appropriate review of any sensitive data requiring retention by the College will be conducted by Organizational Assessment and the Privacy Office. Any data deemed sensitive and/or required for risk mitigation, legal or compliance will be retained by the College.