

1.0 POLICY STATEMENT

- 1.1 As a publicly-funded organization whose core business activities and service-delivery model are heavily reliant on information and related technology, MacEwan University ("University") will manage technology throughout its lifecycle to provide appropriate and architecturally compliant business tools to achieve the University's mandate and strategic goals.

2.0 PURPOSE

- 2.1 Technology is a strategic enabler that supports student learning and the University's academic and administrative processes. Managing technology effectively and efficiently will:
- Align with the technical architecture of the University;
 - Promote compatibility and sustainability of technology across the University;
 - Support the technology direction where it optimizes the University's investment;
 - Provide a stakeholder-focused service delivery model;
 - Reduce undesired consequences of technology-related risks;
 - Optimize the performance of technology assets, processes, and services.

3.0 APPLICABILITY

- 3.1 This policy applies to the acquisition, delivery, and maintenance of the University's information and related technology assets, processes, and services.

4.0 DEFINITIONS

Officer

The president, vice presidents and equivalent positions, deans, directors and equivalent positions.

Standard

A mandatory requirement, code of practice or specification established and approved by authority that is used as a baseline to measure the quality of performance of a process or procedure.

5.0 POLICY ELEMENTS

5.1 Information Technology Standards

- 5.1.1 The University will manage change to the Information Technology infrastructure and applications in conformance with the requirements of the IT Change Management Framework Standard
- 5.1.2 The University will manage the physical environment of the Information Technology infrastructure in conformance with the requirements set out in the Manage the IT Physical Environment Framework Standard.

- 5.1.3 The University will manage its practices relating to third party contractual agreements, where the data hosted outside the University's internal network is in the control or custody of the University, in conformance with the requirements set out in the Manage Third Party Services Standard.
- 5.1.4 The University will manage Information Technology programs and projects in conformance with the requirements set out in the IT Program Magement Framework Standard.
- 5.1.5 The University will manage Information Technology incident reponse to upplanned outages of an IT service or reductions in the quality of an IT service, in conformance with the requirements set out in the IT Incident Management Framework Standard

5.2 The Office of the Chief Information Officer will

- 5.2.1 maintain standards and procedures in relation to the governance and management of the Univesity's information and related technology assets; and
- 5.2.2 advise Officers regarding continuance of or amendments to such standards and procedures as may be required.

6.0 ASSOCIATED PROCEDURES

D8030-01 IT Change Management Framework Standard

D8030-02 Manage the IT Physical Environment Framework Standard

D-8030-03 Manage Third Party Services Standard

D8030-04 IT Program and Project Management Framework Standard

D8030-05 IT Incident Management Framework Standard

7.0 RELATED POLICIES, FORMS, AND OTHER DOCUMENTS

D8000 ITM Governance and Management

D8010 Information Security and Identity Management

D8020 Information Management

D8040 Enterprise Architecture

8.0 ACCOUNTABILITY

Policy Sponsor

Vice President, Integrated Information and Communications Systems and Chief Information Officer

Office of Administrative Responsibility

Office of the Chief Information Officer

9.0 HISTORY

Relevant Dates

Approved: **15.09.24**
Effective: **15.09.24**
Next Review: **20.09.24**

Modification History

15.09.24 This policy that establishes the principles, standards, and controls to ensure that the IT environment has effective processes and structures around IT project and change management, IT incident management, controls around the physical computing environment, and processes for the management of third party vendors that provide IT services to the university. Approved by Board Motion 01-09-24-2015/16