Information Technology Management Policy

Policy Details

Directorate:	Organisational Services
Branch:	Information Technology
Responsible Manager:	Information Technology Manager
Date adopted:	22/06/2022 (minute number 61/2022)
Date for review:	2 years from the date of adoption or date of last review
Legislative basis:	N/A
Related Documents - forms and procedures	MANDIR Information Security (DM: 15641833)
	MANDIR Management of Information Technology Asset Portfolio (DM: 15641845)
	POLICY Code of Conduct for Staff (DM:5979417)

1. Policy Purpose

The purpose of this policy is to provide principles that guide Council in the management of information technology in support of Council's Corporate Plan.

These principles balance three important goals: appropriate information security, value for money and business flexibility.

2. Scope

This policy applies to all councillors, employees and contractors working for Council regardless of whether they are permanent, temporary, full-time, part-time, or casual. For the purposes of this policy, the term contractor includes on-hired temporary labour services (agency staff) and sub-contractors. All suppliers providing products and / or services to Council are required to comply with this policy.

Users of Council's IT Assets will be subject to terms and conditions unique to each offered service. As appropriate, these terms and conditions will stipulate IT arrangements and controls to be observed in using the service.

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This policy applies to all information and Information Technology service/component, hardware, software, cloud-based service, communication device, end-user device, data centre or network component that is owned, leased, leveraged, or operated by Council.

3. Policy Statement

Council recognises that information technology is a strategic service that is crucial in delivering efficient, effective, and innovative services to the community.

Council is committed to the effective, secure, and centralised governance of information and information technology assets. Council is committed to eight guiding principles, each with statements of intent that elaborate on how Council will demonstrate these principles. Council recognises that without these guiding principles, the full benefits of information technology will not be achieved.

Guiding Principles:

Information first

- Information is the critical asset and will be used to support productivity and innovation, enhance service delivery and accelerate decision making.
- Data is a shared resource and cannot be owned by a group, team or individual. Data will be shared in accordance with procedures in the Information Governance Framework.
- IT architecture decisions will prioritise and promote trusted (high quality), accessible and secure corporate information over application functionality and features.

Digital by design

- We are willing to challenge old ways of working so that contemporary digital practices can be adopted.
- We will encourage and educate stakeholders to adopt digital services and consolidate or phase out poorly aligned practices wherever possible.
- We will avoid developing isolated, standalone solutions and focus on solutions that enable connected, straight through processing.

Simple and simplified solutions

- We will actively select, deploy, and manage systems with simplicity and sustainability as a priority.
- We will seek to reduce systems complexity, fragmentation and duplication and promote the redesign of business processes to support this goal.
- We will, to the greatest extent possible, work with and leverage 'out-of-the box' features rather than undertake extensive and expensive customisation or configuration.

Control technical diversity

- We will control technical diversity to reduce cyber risk exposure and to minimise the non-trivial cost of maintaining expertise in and connectivity between multiple processing environments.
- We will focus on leveraging common and shared 'core platforms' as a key means of controlling technical diversity.

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Cloud
- We will seek to leverage Cloud services as a primary option.
- We will develop capability to ensure Cloud services are secure, integrated and well governed.

Secure by design
- Balance security risk with cost and business flexibility.
- We will identify the data and information we use and apply appropriate controls to keep it safe.
- Solutions will be designed, from first principles, to be secure, not as an afterthought.
- All information security controls must apply and operate with equal effectiveness on-premise and in the cloud.
- Information access will be controlled, leveraging digital identity for easy, secure and auditable access.

Pragmatism over perfection
- Design decisions will be proportional to the Business Strategy and Project Business Case and balance business value, risk and architectural merit.
- We will avoid overemphasising non-mandatory requirements which preference niche solutions and always work to the 80/20 rule.
- We will be prudent and practical in evaluating new technology and preference 'right-sized' solutions that are well supported in our region.

Core and corporate platforms
- We will preference a limited set of 'core platforms' and leverage these to the fullest extent possible before pursuing 'best of breed' business applications.
- We will work with platform vendors to see niche/differentiating features developed into their product roadmaps.
- Decisions will be made based on overall benefit to Council. This means that sometimes what feels best for one business unit might not be what's best for Council as a whole.

Council is committed to upholding this Policy, related Management Directives and their related standards and recognises that a breach of any of these documents may be considered a breach of Council's Code of Conduct for Staff.

4. Definitions

The following definitions apply to this policy and the associated procedure *[if applicable]*.

TERM	DEFINITION
IT Asset	Any IT service/component, hardware, software, cloud-based service, communication device, end-user device, data centre or network component that is owned, leased, leveraged, or operated by Council.

Document Control

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Amendment History

Version Number	Description of Change	Author / Branch	Date
1.0	Original version	Information Technology Services	22 June 2022