

Monroe County Community College
IT Infrastructure

Policy Type: District Policy

Policy Title: IT Infrastructure

Who Does the Policy Affect: Administrators, Faculty, Staff, and Students

Purpose: The purpose of this policy is to establish the guidelines for adding infrastructural software, services or technology for the college campus. This policy is meant to protect the campus from adding IT resources that cannot be properly utilized, maintained, secured, or implemented to the college.

Overview

All technology that is added to the college must be reviewed by the Chief Information Officer (CIO) with the requester to determine if the solution can be supported by IT and the colleges infrastructure. This review must be completed prior to the new fiscal year as there may need to be additional IT resources and personnel that must be added to provide the successful deployment and maintenance of the new solution. All IT related positions that maintain or administrate systems must report to the IT department.

Software

Software that must be run on a dedicated system or systems must go through a qualification process before approval. Software often requires additional physical resources to be deployed, and these requirements must be reviewed during the process. All software will have some level of IT involvement to at a minimum maintain and possibly administrate. These items will be considered as part of the review process and total needs of hardware, software, and human resources will be identified.

Services

IT services that are being requested, must go through a vetting process. Many services are referred to as a Software as a Service or (SAAS). SAAS is a service that is hosted by an external provider to provide a service to the college. These services often require an integration engagement to be brought online. SAAS systems often require maintenance and, in some cases, daily administrative oversight.

Technology

For any physical device that contains a microprocessor or connects to a computer IT must approve the device. IT will need to review the devices to verify systems compatibility, security, and identify what resources are needed to maintain the device. Devices have a life cycle and their useful life should be considered as they will need to be refreshed at the end of their cycle.

Existing Technology Review

IT reserves the right to review all IT infrastructural categories each year. This annual review of all software and devices will generally be completed by the end of December each year to determine each department's needs. If any software or devices are found to be approaching the end of their serviceable life or has unpatched security concerns, IT will work with the department to identify replacement devices for the next fiscal year. IT reserves the right to end support for any software or hardware solution that is beyond its serviceable life.