This documentation structure shows the relationship between different documents. Documents are associated for reference and context, not parent-child type relationships. Linked documents will be listed in a ‘Related Documents’ section of each document for ease of reference.

**Policies**
- **Defined:** High-level guiding statement about a particular area of operation or activity
- **Responsible:** Policy owner, typically an IT direct report for IT-generated policies
- **Lifecycle:** Reviewed at least annually, more frequent reviews per Policy Owner and CIO discretion

**Services**
- **Defined:** Statement of services provided, may include fee structure
- **Responsible:** Service owner, typically an IT direct report
- **Lifecycle:** Creation or decommission of services typically result from projects, reviewed at least annually, more frequent reviews per Policy Owner and CIO discretion

**Standards**
- **Defined:** Description of standard configurations of technology, e.g. specific model and configuration of desktop computer or specific version of software. Technology conforming to standards will typically receive better support due to inherent efficiencies.
- **Responsible:** e.g. Standards Committee
- **Lifecycle:** Variable by technology, with review periods during each of the three academic semesters

**Guidelines**
- **Defined:** Recommendations on configurations or use of technology, e.g. password guidelines
- **Responsible:** Guideline Owner
- **Lifecycle:** TBD

**Processes**
- **Defined:** General workflow to complete an activity, typically involves multiples teams and/or external constituents
- **Responsible:** Process owner
- **Lifecycle:** Adjusted as determined by relevant Director(s) or associated items are updated or removed

**Procedures**
- **Defined:** Specific, detailed steps to complete a task or activity, typically internal to one team or teams doing very similar work, e.g. Help Desk and Walk-in Center
- **Responsible:** Relevant teams
- **Lifecycle:** Adjusted as determined by relevant Director(s) or associated items are updated or removed