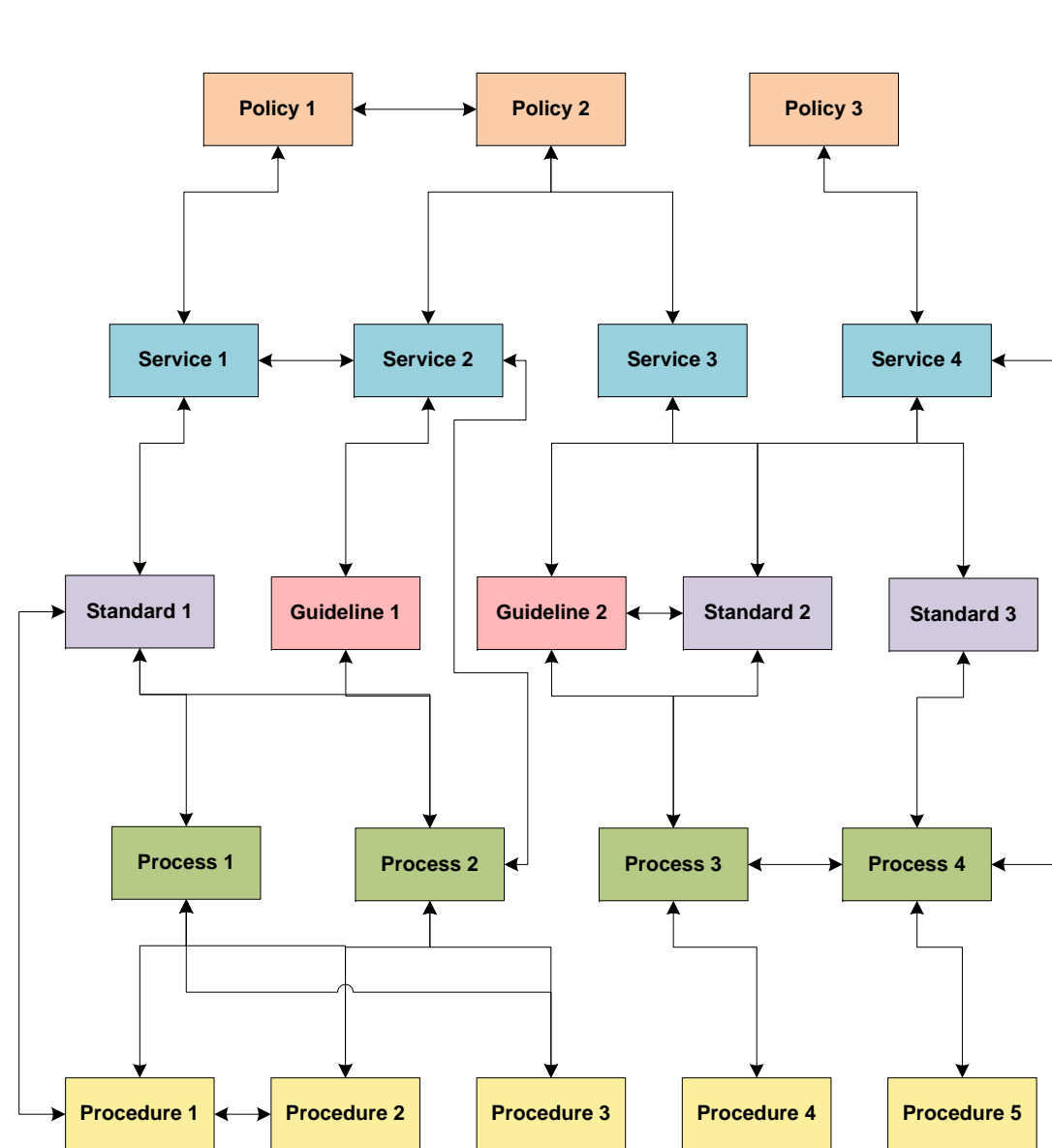


IT Documentation Structure

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

