

IT Standard on Policies and Standards

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1. Objective

1.1. The objective of this standard is to clearly define the process for developing, reviewing, approving and maintaining IT policies and standards to support policy and compliance objectives. Standards will use this template for consistency.

2. Scope

2.1. This standard applies to all Appalachian State University employees, students, and affiliates.

3. Requirements

3.1. Responsibilities: The Chief Information Officer (CIO) is responsible for:

3.1.1. the development of University information technology standards that provide detailed requirements on how to meet high level IT Policy goals and compliance requirements for managing information resources and information technology, and

3.1.2. requesting Chancellor's approval of IT policies.

3.2. Stakeholder Engagement: Stakeholder engagement is vital to meet the objectives of an IT policy/standard and must be commensurate with the context of the intended standard/policy, impact to stakeholders, and available resources. Stakeholders may be engaged by:

- 3.2.1. sharing information through the [IT Projects website](#), communications to Technology Advisory Groups and governance groups, or other campus communication channels such as Announce;
 - 3.2.2. consulting and collaboration through surveys/focus groups/public/special interest meetings;
 - 3.2.3. review of objectives and drafts, and
 - 3.2.4. through delegated decision making.
 - 3.3. **Review:** Depending on the scope of the standard/policy and campus impact, affected units and IT Governance groups will review draft standards and policies to determine 1) how the goals embodied in the standard can be met on a technical and procedural basis, 2) cost evaluation for meeting the standard, and 3) a timeline estimate for compliance with the standard. At minimum, the IT Implementation Group and IT Board of Directors will review standards and policies. The IT Executive Council (ITEC) will review all draft policies, and standards with a significant campus impact. Feedback from review groups will be documented and reviewed by the Chief Information Officer and delegates for consideration.
 - 3.4. **Approval:** The Chief Information Officer is authorized to approve all IT Standards, but may seek additional approvals from the ITEC for standards that have broad reaching strategic impacts to campus. Upon IT standard approval, the CIO or delegate will notify pertinent groups of the approved standard and implementation plan. Pertinent groups include, but are not limited to: Provost & Vice Chancellors, Chief Audit Officer, General Counsel, Campus IT directors, IT Governance groups, Directors of “Secure Data Environments”, and Institutional Data Stewards. The CIO will bring all draft IT policies to the ITEC before seeking Chancellor approval.
 - 3.5. **Maintenance:** ITS will maintain campus IT standards online. Standards will be reviewed on a periodic basis. Minor revisions to the standard that do not significantly change the objective or compliance costs may be made with minimal review. Major changes will be reviewed in the same manner as defined above.
4. **Enforcement, Exemptions, and Advisement**
- 4.1. **Authority and Enforceability** - This standard is established under the authority of the Chief Information Officer.
 - 4.2. **Exemptions** - Exemptions must receive approval by the Chief Information Officer.
 - 4.3. **Review and Advisement** - IT Governance and pertinent Technical Advisory Groups provide collaborative advisement concerning standards.

5. Definitions

- 5.1. “Information resources”:** means information owned or possessed by the University, or related to the business of the University, regardless of form or location, and the hardware and software resources used to electronically store, process or transmit that information.
- 5.2. “Information technology (IT)”:** means the hardware and software resources owned, leased, or used by the University and its partners to store, process, or transmit University information. Information technology is a subset of the University’s information resources.
- 5.3. “IT standard”:** an IT standard establishes requirements and/or processes that provide a reliable basis for shared expectations on how work will be conducted, and facilitate compliance with University policies, applicable laws and regulations.
- 5.4. “Periodic”:** means occurring at a frequency deemed appropriate based on an on-going assessment of associated risks.

6. References and Related Policies and Standards

- 6.1.** University [Information Security Policy](#)
- 6.2.** University Information Technology Governance Policy
- 6.3.** IT Governance website - <https://its.appstate.edu/it-governance>
- 6.4.** IT Projects website - <https://its.appstate.edu/roadmap>

7. Contacts for Questions or Information About this Standard

Office contact	Phone	Online/Email
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