

## ITS Policy, Standard and Guideline Governance

### Policies, Standards and Guidelines

The table represents working definitions and associated governance for policies, standards and guidelines created by or in conjunction with Information Technology Services, its related systems or corresponding infrastructure.

Type	Definition	Creation	Approval	Distribution	Support	Governance
Policy (Examples: PIRG, password config., password reset web privacy)	Plan of action to guide significant decisions and actions affecting IT and its customers. Specific parameters and consequences are established. Will likely reference established standards or guidelines.	Created by a work-group of interested parties. The customer and subject matter experts must be involved in setting the policies.	Approval Steps: 1) Working Group* 2) ITS Directors 3) Executive or Leadership Sponsor 4) IT Executive Steering Committee 5) General Counsel 6) University Coordinating Committee 7) University Cabinet**	Published via luc.edu as approved by UMC. Training and awareness established in conjunction with affected departments and Human Resources where applicable.	The IT infrastructure covered by policies and its related standards will be properly supported by ITS as agreed upon with the customer.	Metrics, monitoring and consequences of non-compliance are established.
Standard (Examples: Databases, O/S, equipment recommendation)	A specific model, parameters, limits, or criterion established to govern a specific product or its acquisition.	Created by a work-group of interested parties. Subject matter expertise must be represented.	Approval Steps: 1) Working Group* 2) Mgmt Sponsor 3) ITS Directors 4) VP ITS/CIO 5) IT Executive Steering Committee** 6) University Cabinet**	Published via luc.edu as approved by UMC, distributed via email, or rolled out via ITS management. Training and awareness recommended.	The IT infrastructure covered by standards will be properly supported by ITS as agreed upon with the customer.	Metrics, monitoring and consequences of non-compliance are established.
Guideline (Examples: Cell provider, 3 <sup>rd</sup> party software)	Framework to guide decisions and actions affecting an effort to create a level of uniformity.	Created by a work-group of interested parties. Subject matter expertise must be represented.	Approval Steps: 1) Working Group* 2) Mgmt Sponsor 3) ITS Directors 4) VP ITS/CIO	Published via luc.edu as approved by UMC, distributed via email, or rolled out via ITS management. Training and awareness recommended.	The IT infrastructure covered by guidelines will be supported by ITS to the best of their ability.	No specific metrics or monitoring in place.

\*Third party review may be requested if desired.

\*\* As Required.