TO: ALL COUNTY PERSONNEL

FROM: VERDENIA C. BAKER
                COUNTY ADMINISTRATOR

PREPARED BY: INFORMATION SYSTEMS SERVICES (ISS)

SUBJECT: INFORMATION TECHNOLOGY GOVERNANCE POLICIES

PPM #:   CW-O-079

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ISSUE DATE   **EFFECTIVE DATE**
March 12, 2024   **March 12, 2024**
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PURPOSE:

To establish formal information technology (IT) governance policies that delineate responsibility and accountability for IT services and projects; control expenditures to reduce costs, eliminate duplication, and assure compatibility; and provide oversight of IT planning and spending.

UPDATES:

Future updates of this PPM are the responsibility of the Chief Information Officer (CIO).

AUTHORITY:

- PPM # CW-O-059, as may be amended
- PPM # CW-O-073, as may be amended

POLICY:

Overview: IT governance provides the organizational capacity to control the formulation, alignment, and implementation of IT strategies, and guides the uses of technology towards achieving the business goals of the County organization. Governance policies establish the framework and boundaries for making decisions pertaining to the use and administration of the County's IT resources. The Governance structure establishes the coordinating mechanism for introducing and adopting IT policies and standards within County government.

Provisions: The original IT Governance policies adopted in September 2005 were based on industry best practices and were approved by the then existing Technology Policy Advisory Committee (TPAC), that served as a standing body to assist in the formulation of plans, policies, standards and goals relating to Palm Beach County's IT resources. Membership of the TPAC consisted of executive-level employees representing agencies which maintained separate staff of IT

professionals, as well as agencies having countywide administrative responsibilities. The October 2012 reorganization which consolidated IT staff from eight separate departments into ISS diminished the level of interest in this committee which ultimately disbanded.

Governance policies are established herewith for the following 14 specific areas of IT responsibilities. The full text of the governance policies are provided in Attachment A.

1. Advisory Committee
2. Centralized Network Services
3. Contracted Services to Non-County Organizations
4. Cost Recovery of ISS Services
5. Database Administration
6. Directory Services Management
7. Electronic Records Management and Storage
8. Enterprise Policies
9. Enterprise Technical Standards
10. Geographic Information Systems (GIS) Service Bureau and Countywide GIS
11. IT Resource Manager
12. Security
13. Software Development
14. Web Page Design and Internet Content Management

VERDENIA C. BAKER
COUNTY ADMINISTRATOR

Supersession History
  1. PPM #CW-O-079, effective 9/1/2005
  2. PPM #CW-O-079, effective 8/13/2010
  3. PPM #CW-O-079, effective 9/21/2016

IT Governance Policies	
Policy Title	**Proposed Policy**
Advisory Committee	An Information Technology governance structure will be established for County government in the form of a "CIO Council" consisting of CIOs from Board of County Commissioners (BCC) departments as well as the various independent (self-managed) IT organizations. This group will meet quarterly to share information about IT projects, services and other areas of common interest.
Centralized Network Services	ISS will be responsible for providing network services to all departments and agencies within the County. These responsibilities encompass the planning, construction, operations, and maintenance for all network facilities, including cabling, routers, hubs, switches, and software for managing firewalls, security and network operating systems. Changes to the network infrastructure will be documented in the ISS change management process. To the extent feasible and practical, any department that could be affected by the planned change will be notified in advance of the change.
Contracted Services to Non-County Organizations	The County embraces collaboration with other public sector agencies and will offer the following categories of shared IT services: fiber optic and wireless network connectivity; unified communications; server hosting; disaster recovery; GIS hosting; document scanning; and custom application development. Terms and conditions relating to enterprise services provided by ISS to external agencies will be set forth in a formal agreement which will require approval by the governing board of the external agency and the BCC. Partner agencies must be a government, education, healthcare, or non-profit organization.
Cost Recovery of ISS Services	ISS programming costs for new development, major modifications and maintenance of software applications will be billed to non-general government agencies at the hourly rate approved by the BCC. All other ISS services are classified as enterprise costs services for the purpose of cost recovery and will be billed based on the ISS Cost Allocation Plan (CAP) to non-general government departments, including Airports, Water Utilities, Fire-Rescue and Library. One-twelfth of the annual total of enterprise costs will be billed monthly to the non-general government agencies. ISS will update the CAP annually based on the approved ISS Operating Budget and applicable allocation statistics described.

	ISS services provided to external agencies through agreements are billed based on rate schedules approved by the BCC.
Database Administration	All database management activities involving a database management system (DBMS) will be administered centrally by ISS, excluding existing applications that are currently being administered locally by various departments.
Directory Services Management	A centralized identity management system (i.e., "metadirectory") will be implemented to enable countywide connectivity, perform efficient IT security administration, and deploy related directory services. The metadirectory will be managed by ISS and all BCC agencies will be connected through the metadirectory. Participation by Constitutional Officers will be encouraged.
Electronic Records Management and Storage	ISS will be responsible for administering the Countywide electronics records management and storage infrastructure. Electronic records management will be coordinated on a Countywide basis in accordance with technical standards established by the ISS Department in its capacity as IT Resource Manager, and in accordance with applicable records retention policies.
Enterprise Policies	Enterprise policies will be established for all major aspects of information management through technology, including the acquisition and use of IT services and assets. Policies will be evaluated and proposed by the appropriate committee and approved by the CIO. Countywide policies will be approved by the County's PPM Standardization Committee and distributed to departments for review and comment prior to adoption. Each policy will have a designated owner for accountability of policy enforcement and maintenance. All policies, where relevant, will comply with the County's Enterprise Information Technology Architecture (EITA).
Enterprise Technical Standards	Enterprise technical standards will be based on business needs and research regarding the current and projected technical environment. Standards will reflect "best practices" and comply with the County's EITA, as maintained by ISS. The CIO will approve all enterprise technical standards and the ISS Department will be responsible for reviewing, evaluating, recommending and enforcing these standards.

GIS Service Bureau and Countywide GIS	ISS will coordinate Countywide GIS projects and services on behalf of the GIS Policy Advisory Committee, and will maintain a GIS Service Bureau to provide services to County agencies, the business community and public.
IT Resource Manager	The ISS Department, as the County's designated IT Resource Manager, is responsible for reviewing and approving purchases of IT-related goods and services to assure technical compatibility and compliance with standards and strategic direction.
Security	ISS will be responsible for administering a centralized security program to protect the County's information technology resources, including data, applications, hardware, and facilities. ISS is also responsible for security training and awareness programs.
Software Development	Software programming for applications hosted on enterprise servers or the Internet (not static Internet pages) will be developed by ISS in coordination with agency staff, unless it is determined that an off-the-shelf solution is readily available and cost effective. Either ISS or Departments may develop department-specific applications to be hosted on the PBC Intranet. Programmer/Analyst positions responsible for developing business applications will be restricted solely to ISS for the purpose of establishing a consolidated function for software development. Centralized governance of software development is necessary to ensure network performance, security, compatibility, and avoidance of duplication.
Web Page Design and Internet Content Management	Public Affairs will have the primary responsibility for the overall design, navigation and content, for all departments reporting under the BCC. Per PPM CW-O-073 (Standards for Internet Web Page Design, Deployment and Maintenance), Public Affairs is the authority on determining which responsibilities pertaining to design, navigation and content are kept by Public Affairs or delegated to other departments. ISS is responsible for providing technical support services for maintaining the enterprise portal software and infrastructure, including server, database, network and security. County Departments will be responsible for designing websites in accordance with guidelines established by PPM CW-O-073, providing and updating department-specific content, and implementing new portlets based on approved portal software (i.e., SharePoint).