Governance Policies

Policy Title	Proposed Policy
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, evaluated by Technology Policy Advisory Committee (TPAC), and approved by the ISS Director. 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).
IT Resource Manager	The ISS Department is responsible for reviewing and approving all purchases of IT-related goods and services, to assure technical compatibility and compliance with standards and strategic direction.
Cost Recovery of ISS Services	All ISS services will be considered enterprise services for the purpose of cost recovery and will be funded from General Government, except for new application development or major modifications and technical services for major new projects (which will be billed hourly). A further exception to this general rule is costs associated with non-General Government agencies (e.g., Airports, Fire-Rescue, Library, Water Utilities, etc.) for which a pro-rata share of enterprise costs will be billed monthly to these agencies. Inter-local agreements which include charges for ISS services are exempted from this policy.
IT Advisory Committees	A Technology Policy Advisory Committee (TPAC) will be created as a strategic policy and advocacy group, whose subcommittees will be staffed by ISS Division Directors in their respective areas of responsibility. The TPAC will be responsible for representing the various agencies within the County organization. The TPAC will be chaired by the ISS Director or designee. A Technology Architecture Committee (TAC) consisting of ISS and technical/business representatives of County agencies will be established. This Committee will be responsible for reviewing and proposing updates to all technical standards and will report to the Technology Policy Advisory Committee (TPAC).
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 Enterprise Information Technology Architecture (EITA), as maintained by ISS. The Technology Architecture Committee (TAC) will be responsible for reviewing, evaluating, and recommending enterprise technical standards. The ISS Director will approve all standards.

Governance Policies	
Policy Title	**Proposed Policy**
Security	ISS is responsible for administering a centralized computer security program to protect the County's information technology resources, including data, applications, hardware, and facilities.
Electronic Records Management	ISS will implement a Countywide electronic records management system to provide the infrastructure for management of electronic records for the agencies. Electronic records management will be administered on a Countywide basis in accordance with standards established by the ISS Department in its capacity as IT Resource Manager.
Software Programming	Software programming for enterprise applications hosted on the Internet (not static Internet pages) will be developed in 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 in accordance with PRM #. These areas of involvement are necessary to ensure network performance, security, compatibility, and avoidance of duplication.
Oracle Database Administration	All database administration activities involving an Oracle DBMS will be administered centrally by ISS, excluding existing applications that are currently being administered locally by various departments.
Software Marketing	ISS will partner with the sponsoring department(s) in the resale of ISS-developed software. Revenue will be shared between the department and ISS to recoup development costs and offset future funding requests. The distribution hierarchy is as follows: 100% of all revenues received from reselling software will be allocated to the sponsoring department until the direct development costs (i.e., professional services charges paid to ISS) are recovered. Thereafter, any revenues received will be divided equally between the sponsoring department and ISS. This policy will not supercede any existing agreements unless agreed to by both departments.
GIS Service Bureau and Countywide GIS	ISS will coordinate Countywide GIS activities on behalf of the GIS Policy Advisory Committee. ISS will also house a GIS Service Bureau to provide services to all County agencies, the business community, and the public. Those agencies with GIS expertise may also provide GIS services.

Governance Policies	
Policy Title	**Proposed Policy**
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. County agencies presently utilizing separate network facilities will migrate to the enterprise network infrastructure. 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.
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.
PBC Internet Content Management	Public Affairs has the primary responsibility for the overall design, navigation, content, and portal content administration for all departments reporting under the Board of County Commissioners. Public Affairs is the authority on determining which responsibilities for 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, and network administration. ISS will also maintain the directory of identities (IDs and passwords) that Public Affairs will use to assign access to the Internet portal. County Departments will be responsible for designing web sites in accordance with guidelines established by Public Affairs; providing and updating department-specific content as delegated by Public Affairs; and implementing new portlets based on approved portal software.
Extension of Network Services to Non-County Organizations	The County will offer data networking services to municipalities, educational institutions, and other government agencies where connectivity provides a benefit to both parties. Cost sharing agreements will be established based on formulas to be determined. Network requirements for County departments and agencies will take priority over any services provided to non-County entities.