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**TITLE: INFORMATION AND TECHNOLOGY MANAGEMENT****POLICY STATEMENT:**

Red Deer College (RDC) utilizes the Information and Technology Management (ITM) Control Framework developed by the Alberta Association in Higher Education for Information Technology (AAHEIT) to manage its information and technology.

**1. Governance and Management**

RDC's Information Technology Services (ITS) department manages information and related technology assets through effective governance structures and processes that provide leadership, accountability, and transparency, and engage key stakeholders to support the achievement of positive outcomes and facilitate implementation of strategic oversight and decision making.

**2. Enterprise Architecture**

ITS establishes and maintains an enterprise architecture that complies with legislation and oversight requirements, and aligns with provincial initiatives and the Institution's strategies and mandates.

**3. Privacy, Information Security, and Identity Management**

Protecting privacy, securing information, and managing identity are critical responsibilities assigned to and accepted by all information users of RDC.

**4. Technology Management**

Technology is a strategic enabler that must be managed throughout its lifecycle to provide appropriate and architecturally compliant business tools to achieve RDC's mandate and strategic goals.

**PURPOSE:**

The ITM Control Framework provides an established framework for the development and delivery of IT services to the institution.

**SCOPE:**

This policy applies to all learners, employees, volunteers, and contractors associated with Red Deer College.

**PRINCIPLES:**

Decisions involving information assets and information systems are conducted in consultation with the Information Technology Services department.

All individuals share responsibility for the security and protection of RDC information assets and information systems including any networks, computers, software, and data over which the individual has use or control.

**GUIDELINES:**

- 1. Governance and Management** - Technology is a key enabler to achieving well-managed information. Therefore, it is critical to manage both information and related technology through governance structures and processes:

- 1.1. support the strategic direction and mandate of the Institution to achieve positive outcomes,
  - 1.2. communicate information and related technology directions,
  - 1.3. collaborate with information users to align with their needs and ensure mutually informed decisions are made,
  - 1.4. optimize the return on investments made in information and related technology assets,
  - 1.5. comply with legislation, regulations, and contractual requirements,
  - 1.6. provide assurance that controls are implemented, reviewed, monitored, and evaluated,
  - 1.7. manage risk throughout the institution,
  - 1.8. ensure responsibilities and accountabilities are assigned, understood, and accepted,
  - 1.9. maintain an adequate complement of resources to achieve the strategic direction and mandate,
  - 1.10. ensure the information users are appropriately educated and trained.
- 2. Enterprise and Architecture** - Enterprise Architecture aligns information and related technology with institutional goals, bridges the gaps with institutional processes, and creates a shared vision for the College's information and related technology by ensuring:
- 2.1 institutional needs drive information and related technology plans,
  - 2.2 an agile response to business requirements,
  - 2.3 architectures work together efficiently and effectively to provide consistent services, accessible information, scalable infrastructure, and flexible technology,
  - 2.4 seamless integration of applications with business processes,
  - 2.5 analysis of current resources and their use to identify opportunities for cost savings and continuous improvement,
  - 2.6 the planning and budget processes are supported by directly linking Information Technology Management requests to the accomplishment of the Institution's strategies and mandates.
- 3. Privacy, Information Security, and Identity Management** - Information is at the core of and enables RDC's business processes. Protecting privacy, securing information, and managing identity is critical to ensure:
- 3.1 Compliance with legislation, regulations, and contractual requirements,
  - 3.2 Understanding and incorporation of these concepts into the design, implementation, and evolution of programs, systems, and services as well as daily practices,
  - 3.3 Information is regarded and managed as a valuable asset that must be protected throughout its lifecycle in accordance with its criticality, confidentiality, and value,
  - 3.4 Trust between the Institution and its information users is maintained,
  - 3.5 Individual rights and values are upheld by providing them with choice of service

delivery channels, obtaining their informed consent, and empowering them to control their own identity to the extent possible,

- 3.6 Access is secured proportionately to the assessed risk,
- 3.7 Accuracy and integrity is maintained,
- 3.8 Activities and decisions are open, transparent, and understandable.

Protection, security, and identity management efforts must be proportionate to the sensitivity of the information and the assessed risk.

**4. Technology Management** - Managing technology effectively and efficiently through its lifecycle:

- 4.1 achieves the technical architectural vision for the College,
- 4.2 promotes compatibility and supportability across the College's technology environment,
- 4.3 ensures technology assets and resources are used appropriately and in accordance with RDC's Codes of Conduct,
- 4.4 maintains technology currency where it maximizes the investment and meets the College's needs,
- 4.5 provides a stakeholder-focused service delivery model,
- 4.6 manages technology related risks to minimize undesired consequences,
- 4.7 aligns technology with business requirements,
- 4.8 ensures all technology related changes do not negatively impact the Institution,
- 4.9 optimizes the performance of technology assets, processes, and services in response to Institution needs.

**PROCEDURE:**

The ITS department publishes and maintains the Information and Technology Management Control Framework on the RDC portal, with required information technology standards, procedures, and guidelines.

**OFFICER RESPONSIBLE:** Vice President College Services

**RECOMMENDING AUTHORITY:** Service Council

**CONSULTATION FOR REVIEW:** Educational and Information Technology Committee, Deans' Council

**POLICY REVIEW DATE:** January 2021

**EFFECTIVE DATE:** July 15, 2016

**REVISION HISTORY:** New policy

**RELATED POLICIES:**

- [Freedom of Information and Protection of Privacy](#)
- [Information Assets and Information Systems Acceptable Use](#)
- [Information Technology Security](#)
- [Risk Management](#)

**CONNECTION TO BOARD POLICIES:**

All RDC policies support relevant Board of Governors policies.