

POLICY 1345.00 Information Technology Network and Infrastructure

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APPLICATION

This policy is intended for statewide compliance and applies to all Executive Branch Departments, Agencies, Trusted Partners, Boards or Commissions using state of Michigan (SOM) information networks and IT Resources.

PURPOSE

This policy establishes the responsibilities of Agency Directors, the Department of Technology, Management and Budget (DTMB) and the DTMB Director as they apply to the utilization of SOM information networks and IT Resources.

CONTACT AGENCY

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SUMMARY

The SOM network encompasses all aspects of wired and wireless components associated with the network and any hardware and any data it carries.

The state data, voice and video communication network is intended for conducting state business and exchanging information among state agencies, state employees, citizens and other stakeholders. The state data, voice and video communication network was designed to be compatible with, and have a secure, controlled connection to, our business partners. While this design offers significant new opportunities for customer and business partner interactions, it also brings the need to ensure network security.

This policy addresses the following needs:

- The need to align SOM technical infrastructure to support agency business processes, while meeting the SOM mission and strategic goals.
- The need to protect SOM's sensitive information on an ever-evolving network.
- The need to enable information sharing across traditional barriers. This enhances Michigan's ability to deliver effective and timely services, promotes interoperability, supports departments and agencies in their efforts to improve government functions, and promotes migration to enterprise solutions with reduced complexity and support costs.

- The need to provide enterprise solutions designed to provide information, tools and high-level reference architectures on how to protect data, while building a data-defensible technical architecture.

POLICY

It is solely the responsibility of DTMB to design and implement a technical infrastructure necessary to deliver IT services aligned with agency business requirements.

Agency Director

As a SOM Network and IT Customer, the Director, within his/her area of responsibility, shall ensure:

- Financial support is provided by the agency for the research and implementation of strategic technological solutions.
- No IT infrastructure is purchased or developed by agencies.
- All purchases of products for IT needs are done so in compliance with Administrative Guide [Policy 1365 IT Product Standards Adoption, Acquisition, Development and Implementation](http://www.michigan.gov/documents/dmb/1365.00_281431_7.pdf) (http://www.michigan.gov/documents/dmb/1365.00_281431_7.pdf).
- Internal agency policies and procedures are implemented, maintained and enforced that complement and comply with this policy.
- Implementing internal policies that are more stringent than those developed by DTMB is done so in conjunction with DTMB.
- Compliance with this policy.

DTMB Director

As a SOM Network and IT Owner, the Director shall ensure that a mechanism is either implemented or in place to:

- Provide a secure network infrastructure for conducting state business and exchanging information among state agencies, state employees, citizens and business partners.
- Provide support for design, development, implementation and maintenance of server-based infrastructure related to all agency applications.
- Support application infrastructure for central and remote locations.
- Establish enterprise-level storage backup and enterprise database management services.
- Incorporate enterprise architectures solutions into an enterprise customer support help desk to provide a single point of contact for the initiation of service calls and services.
- Ensure the alignment of technology choices with agency business needs and information technology enterprise strategic planning.

- Maintain a current and comprehensive knowledge base of IT developments, trends and best practices. This mechanism should provide the Chief Information Officer (CIO) with insights on how new technologies can be most effectively introduced into the current SOM environment.
- Ensure installation, configuration, inventory and monitoring of established solutions.

TERMS AND DEFINITIONS

Agency

The principal department of state government as created by Executive Organization Act, P.A. 380 of 1965.

Data Custodian

An individual or organization delegated by a data owner that has responsibility for maintenance and technological management of data and systems.

Data Owner

An individual or organization – usually a member of senior management of an organization – who is ultimately responsible for ensuring the protection and use of data.

Information Technology (IT) Resources

Includes, but is not limited to, devices, networks, data, software, hardware, email, system accounts, and facilities provided to conduct official state business.

Integrity

Guarding against improper information modification and/or destruction, ensuring information has not been altered by unauthorized people and the assurance that the information can be relied upon to be sufficiently accurate for its purpose. Integrity considers all possible causes of modification, including software and hardware failure, environmental events, and human intervention.

Trusted Partner/Business Partner

A person (i.e., vendor, contractor, third party, etc.) or entity that has contracted with the SOM to perform a certain service or provide a certain product in exchange for valuable consideration, monetary, or goods and services.

AUTHORIZATION

Authority

This policy obtains its authority from:

- Administrative Guide [Policy 1305 Enterprise Information Technology](http://www.michigan.gov/documents/dmb/1305_193158_7.pdf) (http://www.michigan.gov/documents/dmb/1305_193158_7.pdf).
- The [Administrative Guide to State Government](http://www.michigan.gov/dtmb/0,5552,7-150-9131_9347---,00.html) (http://www.michigan.gov/dtmb/0,5552,7-150-9131_9347---,00.html).

- DTMB [IT Technical Policies, Standards and Procedures](http://inside.michigan.gov/dtmb/wr/psp/Pages/2_DTMB_IT_PSP.aspx) (http://inside.michigan.gov/dtmb/wr/psp/Pages/2_DTMB_IT_PSP.aspx), on the DTMB Intranet.

Enforcement

All enforcement for this policy shall be in compliance with the standards and procedures of Administrative Guide [Policy 1305 Enterprise Information Technology](#).

Developing Standards and Procedures for this Policy:

All requirements for developing standards and procedures for this policy shall be in compliance with Administrative Guide [Policy 1305 Enterprise Information Technology](#).

Exceptions

All exception requests to this policy must be processed in compliance with Administrative Guide [Policy 1305 Enterprise Information Technology](#).

Effective Date

This policy will be effective upon signature of the Administrative Guide approval memo by the DTMB Director.
