

POLICY 1345.00 Enterprise Information Technology Infrastructure

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APPLICATION

This policy is intended for statewide compliance and applies to all Executive Branch Departments, Agencies, Trusted Partners/Business Partners, Boards or Commissions using state of Michigan (SOM) Enterprise Information Technology (IT) Infrastructure.

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 Enterprise IT Infrastructure.

CONTACT AGENCY

Department of Technology, Management and Budget (DTMB)
Office of the Chief Technology Officer (CTO)
Infrastructure & Operations (I&O)
Telephone: 517-636-6156

SUMMARY

The SOM Enterprise IT Infrastructure encompasses end-user devices, server, storage, network, cloud infrastructures, and IT resources needed to, or used in conducting state business and exchanging information among state agencies, state employees, citizens, business partners, governmental entities, as well as other stakeholders.

This policy addresses the following needs:

- The need to align SOM Enterprise IT Infrastructure to support the SOM mission and strategic goals, while also enabling the agency business processes.
- The need to protect the SOM's sensitive information and maintain required compliance for an ever-evolving IT environment.
- The need to enable information sharing across organizations. 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.

POLICY

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

Agency Director

As a SOM Enterprise IT Infrastructure Consumer, the Director, within their area of responsibility, shall ensure:

- All purchases of IT products and services are done so in compliance with Administrative Guide [1365 IT Product Adoption, Procurement, Development and Implementation Policy](https://www.michigan.gov/documents/dmb/1365.00_281431_7.pdf) (https://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 the SOM Enterprise IT Infrastructure Owner, the Director shall ensure that a mechanism is either implemented or in place to:

- Provide a secure and reliable IT Infrastructure for conducting state business and exchanging information among state agencies, state employees, citizens, business partners, governmental entities, as well as other stakeholders.
- Provide support for design, development, implementation and maintenance of SOM Enterprise IT Infrastructure related to all agency IT solutions.
- Establish SOM Enterprise IT Infrastructure standards and procedures.
- Establish and operate DTMB managed services.
- Ensure the alignment of SOM Enterprise IT Infrastructure to support the SOM mission and strategic goals, while also enabling the agency business processes.
- Ensure installation, configuration, inventory and monitoring of deployed Enterprise IT Infrastructure.

TERMS AND DEFINITIONS

Agency

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

Information Technology (IT)

Refers to software, hardware, networking, Internet of Things, and telecommunication products and services that the state uses to store, manage, access, communicate, send and receive information. IT also refers to data, voice and video technologies. The determination of whether something falls under IT is not dependent on cost (i.e., could be a free service) or whether the product or service is hosted on state systems.

Examples of IT products or services include, but are not limited to, the following:

- On-premise, commercial-off-the-shelf (COTS) software applications installed on state systems (e.g., Adobe Acrobat).
- Externally hosted, COTS software applications installed on a vendor's system (e.g., DocuSign, Salesforce, etc.).
- Custom developed software applications (e.g., DHHS' CHAMPS system).
- Software-as-a-Service (SAAS) applications hosted by a vendor (e.g., LexisNexis, Survey Monkey, etc.).
- Subscription-based information services (e.g., Gongwer, Gartner, etc.).
- Social media accounts (e.g., Twitter, Facebook, etc.).
- Mobile applications (e.g., iTunes).
- Server hardware and software used to support applications such as database, application/web servers, storage systems, and other hosting services (e.g., Dell EMC PowerEdge Blade server).
- Hardware devices (e.g., laptops, tablets, smartphones, etc.).
- Data, voice, and video networks and associated communications equipment and software (e.g., Cisco routers and switches).
- Peripherals directly connected to computer information systems (e.g., Ricoh scan printers, printers).
- Internet of Things (IOT) are objects with electronic components that include processing and networking capabilities designed to enhance the functionality of the object by leveraging communications over the internet (e.g., ADT Security, smart thermostat, software-enabled lab equipment, refrigerator with an LCD screen, etc.).
- Vendor services for software application, installation, configuration, development and maintenance, including staff augmentation arrangements (e.g., resources assisting with maintenance and support of the DHHS CHAMPS system).

To utilize or source a product or service that includes components that meet the definition of Information Technology, the agency shall engage with the designated General Manager, or Business Relationship Manager for consultation on the need for DTMB IT services, (e.g., Cyber Security, Agency Services, Enterprise Architecture, Telecom, etc.).

Enterprise IT Infrastructure

IT Infrastructure refers to the composite hardware, software, network resources and services required for the existence, operation and management of an enterprise IT environment.

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](https://www.michigan.gov/documents/dmb/1305_193158_7.pdf) (https://www.michigan.gov/documents/dmb/1305_193158_7.pdf).
- The [Administrative Guide to State Government](https://www.michigan.gov/dtmb/0,5552,7-358-82547_9347---,00.html) (https://www.michigan.gov/dtmb/0,5552,7-358-82547_9347---,00.html).
- DTMB [IT Technical Policies, Standards and Procedures](https://stateofmichigan.sharepoint.com/teams/insidemi/Pages/For%20Your%20Job/In%20the%20Office/IT_PSP.aspx) (https://stateofmichigan.sharepoint.com/teams/insidemi/Pages/For%20Your%20Job/In%20the%20Office/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.
