

<b>Information Technology Service Orientation Policy</b>			
<b>Policy Sponsor</b>	Vice President Information Technology and Chief Information Officer (VPIT & CIO)	<b>Category</b>	Administrative
<b>Policy Contact</b>	Deputy CIO	<b>Effective Date</b>	December 12, 2019
<b>Approved By</b>	Executive Team	<b>Review Date</b>	December 12, 2024
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### 1. Purpose

Information Technology will work with the University Community to determine which services are offered, and under what conditions and level of investment. This includes accountability for overall service management and assigning ownership of service processes and mechanisms.

### 2. Scope

This responsibility includes ongoing monitoring of services, service level agreements, which services in the service catalog to provide, based on an analysis of the potential return and acceptable level of risk. It is the accountability of the Deputy CIO to lead Service Level Management on a daily operating basis and various members of IT are accountable for service delivery on IT projects and steady-state initiatives.

### 3. Definitions

<b>Change Request</b>	The objective of change management is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes in order to minimize the impact of change-related incidents and to improve day-to-day operations (SA-IMT Glossary).
<b>Product Squad Owner</b>	The Product Squad Owner is responsible to the business stakeholders for the product squad leadership of IT personnel providing initiation, transition and ongoing maintenance and support of a particular service.
<b>Service</b>	A means of delivering value to stakeholder by facilitating outcomes stakeholder wants to achieve.

<b>Service Catalogue</b>	A data set with information about all live IT Services, including those available for deployment.
<b>Service Change</b>	The addition, modification or removal of authorized, planned or supported service or service component and its associated documentation.
<b>Service Level Agreement (SLA)</b>	Describes IT Service, documents service level targets and specific responsibilities of IT Service providers and their stakeholders.
<b>Service Level Management</b>	Service Level Management is the process responsible for negotiating service level agreements (SLAs), ensuring the SLAs are met, and ensuring that all IT service management processes, operational level agreements and underpinning contracts are appropriate for the agreed service level targets. This process further monitors and reports on service levels and holds regular stakeholder reviews.
<b>Service Management</b>	Service Management is a set of specialized organizational capabilities for providing value to stakeholders in the form of service.
<b>Standard Operating Procedure (SOP)</b>	A standard operating procedure addresses process-related information that is below the level of policies and procedures. Their content often informs the Policy Framework. A SOP is highly detailed, regularly revised and is deemed internal to the University, although a SOP may be shared on a need-to-know basis.

#### 4. Guiding Principles

##### 4.1 Controls

- a. Establish and maintain controls over which services are offered, under what conditions and at what level of investment.
- b. Develop, implement and monitor the effectiveness of the service management process and mechanisms.
- c. Ongoing monitoring of services, service level agreements, which services in the service catalog to provide, will be based on an analysis of the potential return and acceptable level of risk.

##### 4.2 Best Practices

- a. Expand and enrich Lean governance service management practices.

- b. Quality service orientation will be guided by a commitment to openness, transparency and clarity.
- c. Ensure that services are clearly defined in a service catalog.
- d. Conduct annual reviews of the University's service catalogue to ensure its effectiveness.
- e. Once new services are well-established, via the digital governance control framework expectations, ensure demonstrable quality service provision in relation to all service offerings.

#### 4.3 Optimize Service Orientation

Track investment in services throughout their lifecycle, as well as their ability to execute strategic objectives.

#### 4.4 Determine which services to decommission by analyzing which services are no longer viable and when they should be retired.

### 5. Applicable Legislation and Regulations

None applicable

### 6. Related Procedures/Documents

[Digital Governance Control Framework – Governing Policy](#)

Project Management Framework

[Alberta Association in Higher Education for Information Technology's ITM Control Framework](#)

NOTE: The subject matter and scope of this policy and its related procedures are also supported by internal-use only Standard Operating Procedures.

### History

<i>Date</i>	<i>Action</i>
December 12, 2019	Executive Team (Policy Approved)