

Enterprise Information Systems Policy

Approving authority	Vice Chancellor
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Description	This policy is intended to provide a definition of enterprise information systems and outline appropriate levels of support and identify roles and responsibilities.

Related documents

[Code of Conduct](#)

[Information Security Policy](#)

[Privacy Plan](#)

[Griffith University Information Technology Code of Practice](#)

[\[Purpose\]](#) [\[Scope\]](#) [\[Definitions\]](#) [\[Responsibilities\]](#) [\[Enterprise Information Systems\]](#) [\[Non-Enterprise Information Systems\]](#) [\[Awareness and Communication\]](#)

1. PURPOSE

The purpose of this policy is to define enterprise information systems, and clarify roles and responsibilities and to ensure that information systems are identified and appropriately supported and retain their integrity.

2. SCOPE

This policy applies to enterprise information systems that have been developed at Griffith, extended from existing information systems, purchased information systems for a vendor or delivery in a “Cloud” / Software as a Service (SaaS) mode. The policy is independent of system architecture and delivery platforms and thus it makes no difference whether an information system resides on a mainframe, web, client/server, peer-to-peer or other present or future environments or is an outsourced service.

3. DEFINITIONS

3.1 Enterprise System

An Enterprise Information System is an information system that:

- Supports a University-wide activity or business process; or,
- Is designated by the Vice President (Corporate Services) as supporting the achievement of University strategies; or
- Is an information system that is required for the operation of other Enterprise Systems.

3.2 Business Owner

The Business Owner is the owner of the primary business functions that the information system supports and is the system's major stakeholder. The University Executive assigns the role of Business Owner to senior level employees. In the case where an information system impacts across several different functional / business areas, after consultation and advice from relevant stakeholders the Vice President (Corporate Services) shall designate the Business Owner. The Business owner is responsible for ensuring the University realises the business benefits of the enterprise system.

3.3 Information System Custodian

The designated Information System Custodian [appointed by the Chief Digital Officer] in partnership with the Business Owner and the Information System Provider manages the ongoing development and day-to-day support and operation of the information system on behalf of the Business Owner.

3.4 Information System Provider

The Information System Provider will normally¹ be the Division of Information Services for enterprise information systems, regardless of the system being in-house developed, vendor provided and/or outsourced / hosted solution.

3.5 Data Custodian

The Data Custodian has primary responsibility for the creation and maintenance of the data managed by the information system. This includes the business processes and practices that directly impact the quality of the data. It is recognised that a system may operate across multiple data domains which in turn implies multiple data custodians will be required to work collaboratively. The Data Custodian role may be undertaken by the Business Owner or appropriate nominee, appointed by the Business Owner.

3.6 Information System User

An Information System User is any individual who interacts / uses an Information System in their day-to-day work / role. Analysts, programmers and technical staff are not considered users when working on the Information System in a professional capacity.

4. RESPONSIBILITIES

4.1 Business Owner

1. Develops the business case and negotiates required resources (including ongoing support resources) for any new Enterprise Information System or the expansion, upgrade or replacement of a current Information System to meet business needs. Funding of these resources will be in accordance with relevant budget/funding protocols.
2. Ensures consideration is given to the appropriate data assets and/or record retention policies which may apply to their system.
3. Ensures that the anticipated business benefits are realised from the investment in the information system.
4. Prioritises and approves the Information System development strategy, including enhancements and upgrades.
5. Appoints the Data Custodian, where that authority is being delegated.
6. Ensures the availability and quality of user training materials and that user training is provided.

¹ The Vice Chancellor retains the right to vary this, as appropriate.

4.2 Information System Custodian

1. Provides overall direction of the functionality that the Information System delivers.
2. Develops, in association with the System Provider, appropriate upgrade and enhancement plans for the Information System for approval by the Business Owner.
3. Ensures the integrity of the business processes that the Information System supports.
4. Negotiates with the business owner for adequate resources for the support of the Information System.
5. Assists the Business Owner with the creation of user training materials and ensures that user training of Business Owner representatives (Train the Trainer) is provided during system implementation.

4.3 Information System Provider

1. Ensures the availability, reliability and security of the Information System.
2. Provides (or manages / arranges in the case of outsourced systems) Information System administration, support and enhancement / development services for the Information System as per the resources negotiated by the Business owner.

4.4 Data Custodian

1. Ensures that adequate actions and planning is undertaken to ensure the integrity of the data / information collected and manipulated by the Information System.
2. Works with the Business Owner to ensure that business processes and practices support the collection, maintenance and integrity of the data.
3. Approves all use of the data / information, be this through the establishment of new functionality with the Information System or the use of the data / information by other Information Systems.
4. Where the information system impacts multiple data domains, there is a requirement to work with the data custodians of the other data domains / information systems.

4.5 Information System User

1. Uses the Information System in the manner and for the purpose that it was designed.
2. Complies with University requirements as specified; including but not limited to, undertaking appropriate training, Information security, data classification guidelines and data integrity.

5. ENTERPRISE INFORMATION SYSTEMS

1. Each Enterprise Information System shall have a designated Business Owner, Information System Custodian, Data Custodian and System Provider.
2. Digital Solutions shall maintain and make available a list of information systems that are designated as Enterprise Information Systems.
3. Digital Solutions is the designated support organisation for Enterprise Information Systems.
4. The Vice President (Corporate Services) and the Chief Digital Officer are the approval authority for an Information System to be designated as an Enterprise Information System, on the advice of the relevant Portfolio Board.

Enterprise Information Systems shall be provisioned as per the following:

System Component	Provision
Underlying Electronic Infrastructure. Eg servers, networks and storage'	For new systems, the initial cost is a component of the implementation project. The ongoing upgrade and replacement of this underlying infrastructure is provided through the University Electronic Infrastructure Capital Plan.
Information System Application	For new systems, the initial cost is a component of the implementation and / or development project. The ongoing upgrade and replacement of the application is provided through the University Electronic Infrastructure Capital Plan.
Recurrent vendor License / Maintenance	The recurrent software maintenance / licensing contract costs for the application and for the underlying infrastructure are provided through the University Electronic Infrastructure Recurrent Plan in accordance with the relevant budget/funding protocol. Where the system is provided in a "Cloud" / SaaS mode, the approval authority for the source of funding of the annual costs shall be the Vice President (Corporate Services).
Ongoing support of the Information System	The negotiated and agreed resources (physical and/or funding, internal or externally provided) required for the day-to-day operational support of these systems are provided by the business owner.

6. NON-ENTERPRISE INFORMATION SYSTEM

All Information Systems that are not on the list of Enterprise Systems as maintained by the Division of Information Services shall be designated as Non-Enterprise Information Systems. For these systems:

1. The Business Owner of a Non-Enterprise Information System shall be responsible for all costs associated with the Information System. This includes all procurement, implementation, recurrent, on-going support, enhancement and upgrade/replacement costs across both application/s and the underlying infrastructure (i.e. servers and storage) required for its operation.
2. The Chair of the appropriate Electronic Infrastructure Capital Plan Portfolio Board shall be the approval authority for the establishment of a Non-Enterprise Information System.
3. Information Services is the designated support organisation for Non-Enterprise Information Systems.

7. AWARENESS AND COMMUNICATION

This policy shall be made available through the University Policy Library and the Digital Solutions web site.

The list of Enterprise Information Systems shall be made available on the Digital Solutions web site.

8. EXEMPTIONS

Any exemptions to the application of this policy need to be authorised in writing by the Chief Digital Officer (or delegate).

9. REVIEW

This policy will remain in effect until reviewed at least every two years or sooner as deemed appropriate based on changes in data and information, technology or regulatory requirements.