



Williamson County Technology Services

Technology Project Policy

DRAFT Version 1.0

Approvals

Policy Approval Date:

Final Approval By: Williamson County Commissioner's Court

Policy Effective Date:

Version Information

This version supersedes all previous versions and all others should be considered obsolete.

Version History

Version	Approved Date	Effective Date
1.0		

Policy Summary

All projects and implementations of technology must meet the standards set by Technology Services, be initiated via the appropriate form (e.g. Project Request Form, Quote Request Form, or Project Change Form), and involve Technology Services in the system administration on an ongoing basis (where applicable).

Scope

This policy applies to all uses of Williamson County's Information Technology (IT) resources, and to all its users. This includes the resources under the management or control of Technology Services as well as all other units and departments of the County that are implementing technology projects, purchasing hardware, software, hosted solutions, or professional services that are Information Technology related.

Purpose

There are a variety of concerns when implementing a new technology project, hardware or software package, hosted solutions, building a new facility, or professional services that are IT-related. With highly-interconnected systems and the dependency on technology, several factors need to be considered, and Technology Services is in the appropriate place to evaluate new technology based on:

- Regulatory & best practice compliance (HIPAA, CJIS, etc.)
- Information Security
- Data integrity
- Technological compatibility
- Cost (ROI)
- Feasibility & Risk
- County-wide technology goals and standards
- Ease of use and support

Definitions

County Data

Digital information that is created, maintained, or manipulated as part of the course of County business.

County Network

The interconnected computers, servers, networking devices, network infrastructure, internet connections, wireless, and software systems that are owned or managed by Williamson County.

Hosted solution

A web application, website, app, or other platform that is used to store, transmit, manipulate or otherwise interact with County data that is not located on the County Network.

Information Technology Resources

Those facilities, technologies, and information resources required to accomplish information processing, storage, and communication, whether individually controlled or shared, stand-alone or networked.

Included in this definition are all departmental technologies, electronic resources, and computing and electronic communication devices and services, such as, but not limited to, computers, printers, storage devices, mobile devices, email, fax, video, multi-media, instructional materials, and healthcare, research, and administrative systems. Personal equipment connected to the County's network is also subject to this policy.

User

A "user" would be any individual who uses, logs into, or attempts to use or log into, a County system or hosted solution; or who connects to, or attempts to connect to or traverse, the County network, whether by hardware or software or both, whether on site or from remote locations.

This includes system sponsors and system managers, employees, contractors, consultants, temporary workers, visitors and other customers, as well as all personnel affiliated with third parties.

Policy

Initiation

All new projects that involve technology implementations must be initiated by using the Technology Project Request form on the Technology Services SharePoint site. This form conveys the information to the Budget Office, the Purchasing Department, Technology Services and any other potential stakeholders.

Orders of technology equipment or software must utilize the Technology Quote Request Form on the Technology Services SharePoint site. This will ensure that compatible and appropriate equipment is quoted for the department.

Changes or other requests

Changes to existing or projects that are underway must use the Change Management Form that is on the Technology Services SharePoint site. This ensures all change requests are tracked and kept with the appropriate project.

All other requests should follow the Service Level Agreement for the service or project as defined on the Technology Services SharePoint site.

Project Management

The technology aspects of a new project will be assigned to a Technology Services staff member for project management. That individual will manage the project and is assigned to assist the department and coordinate with the appropriate parties to accomplish the goals for the project or request.

Technology Standards & Practices

All projects that are implemented must meet the current standards and practices set by Technology Services Department. These standards are a collection of requirements that helps ensure project implementation and maintenance will be a success. Some of these requirements relate to:

- Regulatory & best practice compliance (HIPAA, CJIS, etc.)
- Information Security
- Data integrity
- Technological compatibility
- Cost (ROI)
- Feasibility & Risk
- County-wide technology goals and standards
- Ease of use and support

The assigned project manager from Technology Services will help determine if a project or specific implementation is compliant with County technology standards and practices.

If a project is found not to be compliant, a change may need to be made, or the project may not be able to be implemented in the current form.

Technical System Administration

In partnership with the initiating department, Technology Services will be responsible for ongoing administration (system administration, hardware administration, etc.) of technology items. The delineation of this work and the specific items to be performed by Technology Services will be set on an individual project basis.

Generally speaking, Technology Services will be responsible for:

- Hardware maintenance, installation, and support
- Software updates and major configuration changes
- Configurations that affect security or standards compliance
- Business continuity
- Building cabling standards
- Vendor relations & management for hardware and software providers

Exceptions

Any exceptions need to be approved in writing by a Director in Technology Services along with the specific provisions that are exempted.

Policy Violations

All projects and technology implementations that have a technology component that do not initiate through the Technology Services Department, or fail to meet the standards set, run the risk of not being implemented – either not connected to the County Network, not supported by Technology Services, and/or not being authorized for use entirely.