



# City of Rocky Mount Administrative Policy

## Policy: Technology Governance

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Section:	Administrative	Policy No. 11.34
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### SECTION 1. Purpose

To provide for a structured decision making process for technology investment decisions and promote accountability, due diligence, efficient and economic delivery of technology services.

### SECTION 2. Overview

Technology is an integral part of providing the essential services of the City of Rocky Mount. Technology governance is a collaborative process to support the strategic planning, procurement, administration, and maintenance of technology investments and resources.

### SECTION 3. Scope

3.1 All technology related projects shall have a consultation with the Technology Manager and appropriate planning prior to a request for funding and prior to procurement.

a. Contact the Technology Manager regarding plans for new technology related projects.

- b. The Technology Manager, subject matter experts, and third party experts (as appropriate) shall develop preliminary specifications and requirements.
- c. The Technology Manager will discuss plans with the Advisory Groups Chair as appropriate for support of the project.
- d. Seek Technology Governance approval for recommended projects.

3.2 Technology governance applies to any project that satisfies at least one of the following:

- a. New business functionality is being added that involves software, hardware, or connectivity and/or access to the network.
- b. Existing technology is being updated, upgraded, or replaced.
- c. A technology system is being in-sourced or outsourced either partially or completely.
- d. The project has technology *enterprise* (i.e. a single system will serve or benefit a majority of internal departments) implications and will require technology resources and/or hardware/software.
- e. The project will require technology resources before, during, or post implementation and/or has ongoing technology maintenance costs.

3.3 Project Classification/Criteria: The project classification approach focuses on gauging project complexity and impact to ensure the appropriate levels of review and stakeholder involvement are undertaken. Under this methodology, a project planning form must be submitted, approved and assessed for funding availability, per the Technology Governance Charter.

3.4 Technology governance applies to all City of Rocky Mount departments and employees.

## SECTION 4. Roles and Responsibilities

### 4.1 Technology Services staff is responsible for:

- a. Determine whether all technology initiatives are compliant with the network architecture (i.e. the design of the physical components that connect most City locations) and security requirements.
- b. Review procurement specifications for all technology initiatives.
- c. Serve as the City's technology consultant to leverage existing technology systems and effectively implement new ones.
- d. Review technology plans for all renovations, additions, and new construction within City facilities.
- e. Review sections of contracts involving components of technology.
- f. Validate that technology acquisitions follow the governance policy and are made for approved reasons in an approved way and with appropriate review and analysis.
- g. Recommend technology principles, standards, and policies that enhance and secure the City's technology investments.

### 4.2 City leadership and supervisors are responsible for:

- a. Ensure technology acquisitions follow the governance policy and are made for approved reasons in an approved way and with appropriate review and analysis.
- b. Collaborate with City technology resources for all technology related projects brought before the Technology Governance, prior to purchasing and prior to making a recommendation to purchase. If an advisory group is established for the technology item, ensure collaboration with the advisory group where relevant.
- c. Ensure availability of budgetary funding for a recommended technology related initiative.
- d. Ensure that the technology project aligns with the needs of the City.
- e. Ensure that employees in your department understand and accept their responsibility to follow the technology governance policy.

- 4.3 Technology Governance - a technology governance group consisting of the City Manager's office and Department Heads. The TG is responsible for:
- a. Development and communicating of the City's *Technology Strategic Plan* (will be available in the City's Intranet and Internet under the Technology Services Division within the Finance Department).
  - b. Review, offer feedback, and adhere to technology principles, priorities, standards, best practices and policies.
  - c. Approve technology initiatives that are consistent with consideration given to funding and resource availability. Approved items will be submitted on the next available annual budget and/or Capital Improvement Program unless a readily available source of funding is identified.
- 4.4 Advisory Groups (AG) – various technology advisory groups may be established (by the TG) for specific technology applications that are utilized by multiple departmental and/or functional groups. The AG consists of subject matter experts and is led by end users knowledgeable about the specific application. The AG is responsible for:
- a. Oversight and recommendations for a specific application.
  - b. Sharing knowledge and lessons learned from a user perspective.
  - c. Discuss and recommend enhancements and improvements.
  - d. Identify/provide training and support for a specific application.
  - e. Each advisory group will, on a periodic basis, report back to the TG.
- 4.5 Project Steering Committee – a team of subject matter experts assembled for a specific technology project.
- a. Provide oversight for the implementation of a specific technology project.
  - b. Ensure the project is implemented within budget, on time, and within scope.
  - c. Resolve issues related to the project and escalate issues to the TG or other assigned sponsor for the project.
- SECTION 5. Process for Technology Investments (any project implementing hardware or software into the City's Network)

- 5.1 All technology related projects brought before the TG shall be approved by the TG, City Manager, and/or City Council.
- a. Projects recommended by any of the Advisory Groups and/or departments will need approval by the Technology Manager, who will then decide if a recommendation to move forward to the TG is necessary.
  - b. Upon the recommendation of the Technology Manager, the TG will review the project and notify the Department Head of its decision.
  - c. The department requesting the project is responsible for ensuring funding is requested in the City budget for approved projects.
  - d. Technology projects may not proceed until funding is in place.
- 5.2 Technology projects may be assigned a project steering committee depending on the scope and complexity of the project. The project steering committee will become responsible for overall planning and implementation of the project and will provide status reports to the TG and/or project sponsor.

#### SECTION 6. Compliance

- 6.1 Any known violations of this policy shall be reported to the Technology Manager by email, in person, or in writing.
- 6.2 Issues of non-compliance will be addressed with the Department Head and Assistant City Manager and/or City Manager.