


Policy Title:	IT Governance Policy		
	INFORMATION TECHNOLOGY SERVICES (ITS)	Category	IT Governance
		Administrative Policy #	
		Revision #	
		Review Frequency	As Needed – no less frequently than triennially
Administrative Division	Information Technology Services (ITS)	Reviewed By	Chief Information Officer
BOWC Approval		Last Reviewed/Update Date	
Implementation Date			

1. OBJECTIVES

1.1. The objectives of this policy are to:

- 1.1.1. Ensure strategic alignment of the IT function and initiatives with DSWD's objectives.
- 1.1.2. Ensure processes are in place to manage and mitigate information technology risks.
- 1.1.3. Drive maximum business value from IT, including oversight of the delivery of value by IT to the organization and assessing return on investment (ROI).
- 1.1.4. Provide high-level direction for sourcing and use of IT resources, oversee the aggregate funding of IT at an enterprise level, and ensure adequate IT capability and infrastructure to support current and anticipated business requirements.
- 1.1.5. Monitor IT's performance and contributions to the business functions for achievement of strategic IT objectives.

2. PURPOSE

- 2.1. This policy describes the IT governance framework and defines roles and responsibilities to ensure effective input and decision-making pertaining to IT initiatives, policies, standards, guidelines, processes, and procedures.

3. DEFINITIONS

“DWSD” or “Department” means the City of Detroit Water and Sewerage Department.

“TLB” or “IT Leadership Board” means the Information Technology Leadership Board.

4. SCOPE

- 4.1. This policy applies to all governing bodies and management overseeing DWSD information technology operations and resources.

5. RESPONSIBILITIES

5.1. Information Technology Leadership Board

- 5.1.1. The Director will form and designate individuals to serve on an Information Technology Leadership Board (ITLB). The IT Leadership Board is comprised of DWSD Executive staff.
- 5.1.2. The ITLB is responsible for providing guidance on IT issues, reviews and approves the DWSD IT Strategic Plan, and provides a channel for communicating IT issues.
- 5.1.3. The ITLB may establish and oversee sub-committees necessary to provide governance over the various aspects of IT.

5.2. Information Technology Services

- 5.2.1. The CIO is responsible for publishing this policy; communicating this policy to all employees; for review, approval and publishing of divisional standards; and for updating this policy as necessary.
- 5.2.2. The CIO is responsible for providing leadership and vision to DWSD IT, including IT strategic planning and budgeting.

6. POLICY

6.1. IT Strategic Plan

- 6.1.1. An IT strategic plan should be documented based on DWSD's overall business objectives and plan, and reviewed on an annual basis by the ITLB. The IT Strategic Plan should align to the overall organizational strategic plan.

6.2. IT Policies and Procedures

- 6.2.1. IT policies and procedures should be reviewed on an annual basis and be in alignment with the IT strategy and objectives.

6.3. Risk Management

- 6.3.1. A formal risk management process should be in place in order to identify, assess, and monitor IT related risks. This should include the following:
 - 6.3.1.1. Identification and evaluation of vulnerabilities and threats, based on likelihood and impact/consequences.
 - 6.3.1.2. Define level of risk DWSD is willing to accept.
 - 6.3.1.3. Take action and/or implement measures to mitigate IT risks that are at an unacceptable level.
 - 6.3.1.4. Maintain inventory of IT risks and attributes for ongoing monitoring.
 - 6.3.1.5. Report IT risks to executive management and the Board of Water Commissioners.
 - 6.3.1.6. Analysis of system assets and vulnerabilities.

6.3.1.7. Assess risks related to IT projects in accordance with the Project Management Methodology established by ITS

6.4. IT Initiatives and Projects

6.4.1. All IT projects and software requests must be approved by IT, and as necessary IT may elevate to the ITLB (or subcommittee) for evaluation and approval.

6.4.2. Maintain centralized oversight and prioritization of IT projects within the organization.

6.4.3. Utilize formal project management standards and processes for IT projects, as defined by established Project Management Methodology.

6.4.4. Use uniform business case methodology for assessing IT investments before approved.

6.5. Performance Measurement

6.5.1. Key performance indicators and metrics should be developed and reported on to measure and assess performance of key goals and objectives defined by the IT strategic plan.