

# ITS INFORMATION SYSTEMS PROCEDURES

CODE: P021

Section: ICT  
Procedure Owner: ICT Department

## ITS INFORMATION SYSTEMS PROCEDURES

### 1.0 Introduction

The Information Systems Policy forms part of a framework of policies that support the use and development of Information, and Information and Communications Technology (ICT) systems in the ITS. In an increasingly information-based society the development and effective use of ICT systems has become increasingly important.

The ITS aims to have Information Systems that provide accurate and timely information, through a secure and easy to use interface, but retain the flexibility to meet the planning needs of the ITS.

All key corporate information systems will be subject to systematic review over an agreed period of time and will be under the direct control of the ICT Department or its delegates.

### 2.0 Purpose

The purpose of the information Systems Policy is to provide guidance to support the procurement and development of information systems in the ITS. It is the intention, through the use of information and communications technology, to reduce costs, enhance services, and provide management information to support development of the learning, teaching, research, administration, and management processes of the institution.

All new systems will be reviewed against the principles as laid out in the ITS's Information Strategy and will be purchased within the framework of developing a managed learning environment to help achieve a joined-up and integrated approach to systems development for the maximum benefit of students, academics and support staff.

### 3.0 Current position

3.0.1 Support for corporate systems: Technical support for Corporate Information Systems (CIS) is the responsibility of the ICT Department. It is responsible for the maintenance and upkeep of key information systems such as SITS, HR, Finance, etc., either through direct development, through implementation of processes and procedures or through delegation/sub-contracting as needed. The ICT Department is also responsible for the networking, hardware and software resources used across campus.

3.0.2 Support for Academic Systems: Support for use of Academic Systems rests with the Software Development Department which is responsible for the development of the Institute's online learning programmes and the use of ICT in academia. Technical assistance on Academic Systems will be provided by the ICT Department.

3.0.3 Staff Development and Training: Short-term systems training to solve identified skill gaps will be provided through discussion with the Chief Operating Officers, Human Resources and the ICT Department. Continuous professional development and ad hoc training will be facilitated by online content.

3.0.4 Current Systems Review: Systems will be reviewed on a regular basis, at least once every two years, to ensure that they still meet the ITS's requirements and that are up-to-date with industry standards and matching the current learning requirements.

### **3.1 Management Information Systems Development**

3.1.1 Key parameters for the development of MIS in the ITS are that:

- a. Systems will be purchased with the primary aim of meeting the business needs of the institution;
- b. Systems' selection will be based on the expertise and business knowledge of the system and data owners;
- c. Technical expertise will be provided by the ICT Department, where possible or outsourced as needed;
- d. Cost-effective software packages will be used to satisfy changing internal and external information needs;
- e. Report writing and the ability to manipulate data, which can be analysed and synthesised to inform decision-making, will be important considerations when new systems are to be purchased;

### **4.0 Systems Development and Replacement**

#### **4.1 Procedures**

4.1.1 Corporate Information Systems will be regularly reviewed. Reviews of individual systems will be undertaken by a small working group with representation from the relevant Department and a cross section of system users. The working group will normally undertake an information audit and produce a needs analysis reflecting the changing business and information needs of the ITS and its customers in relation to the system under review.

4.1.2 The resulting report will be considered to establish whether system upgrading or system replacement is the most appropriate way forward, together with outline costs to assist decision making. The Report will be forwarded to the Management for its consideration.

## **4.2 Considerations**

4.2.1 System selection will be guided by the parameters stated in section 1.3, and other factors of specific relevance to the system under review. Factors of particular importance are currently:

- a. System Integration and Report Writing: Report writing facilities and system output for both internal and external users of the system, and integration with other ITS systems, are important selection criteria, which must be considered during the system replacement process.
- b. Management Information Systems: The interface between Management Information Systems and its main users will be clearly defined through Service Level Agreements (SLAs). SLAs will be developed in collaboration and consultation with user departments and be monitored and reviewed on an annual basis.
- c. Devolved access to data: Staff access to corporate information systems such as student records can only be provided through prior agreement with the Chief Operating Officer – Academia and/or Chief Operating Officer, Corporate Services. Where possible, authorised access will be provided through a web enabled interface.