

Information Technology Policy

Enterprise IT Services Offering Policy

ITP Number ITP-BUS007	Effective Date
Category Recommended Policy	Supersedes None
Contact ra-itcentral@pa.gov	Scheduled Review July 2015

This ITP establishes policy for an Enterprise IT Service Offering Listing and its governance.

1. Purpose

This ITP establishes policy for an Enterprise IT Service Offering Listing and its governance. This policy is limited to the management of service offering listings and does not address service strategy, design, transition or operation.

2. Scope

This ITP applies to all departments, boards, commissions and councils under the Governor's jurisdiction. Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

3. Background

The motivation of this policy is to transition from named product standards in ITPs to a more service-centric approach. ITPs have traditionally focused on product standards without addressing the Enterprise IT Service Offerings that are composed of product standards. This policy emphasizes Enterprise IT Service Offerings by detailing the governance process for those service offerings in an Enterprise IT Service Offering Listing.

4. Definitions

4.1 Enterprise IT Service Offering

An Enterprise IT Service Offering is made up from a combination of people, processes and technology that supports a customer's business. An Enterprise IT Service Offering is a means of delivering value to customers by facilitating the outcomes customers want to achieve without the ownership of costs and risks.

5. Objective

The objective of this ITP is to provide policy that establishes high-level governance of an Enterprise IT Service Offering Listing and to effectively communicate the availability of Enterprise IT Service Offerings.

6. Policy

6.1 Governance

Any agency may present a candidate for a new enterprise-class IT service offering to the Office of Administration/Office for Information Technology (OA/OIT) by providing a complete service offering description as defined in section 6.3 of this policy.

OA/OIT will designate a multi-agency committee to evaluate and recommend candidates for Enterprise IT Service Offerings to the CIO Council.

The CIO Council will evaluate and recommend candidate Enterprise IT Service Offerings to the Commonwealth CIO.

Upon approval from the Commonwealth CIO, the Enterprise IT Service Offering will become eligible as an Enterprise IT Service Offering and will be referred to the OA/OIT/Bureau of Enterprise Services for service design, transition and operation. The Enterprise IT Service Offering will be placed in the Enterprise IT Service Offering Listing upon service launch.

6.2 Enterprise IT Service Offering Listing

The Enterprise IT Service Offering Listing describes services delivered or managed by OA/OIT; this includes all commonwealth IT organizations covered by this policy.

Agencies are not required to list an agency IT service in the Enterprise IT Service Offering Listing if the service is limited to internal agency use, has limited consumption, or is a non-enterprise class service. Listing services in the Enterprise IT Service Offering Listing is optional for agencies other than OA/OIT.

The Enterprise IT Service Offering Listing will be centrally maintained by OA/OIT/ Bureau of Enterprise Services.

Enterprise IT Service Offerings that are externally hosted or managed by an agency in a Center of Excellence model will be listed in the Enterprise IT Service Offering Listing.

6.3 Service Offering Description

Entries in the Enterprise IT Service Offering Listing are required to have the following information to describe service offering:

Service: A name that uniquely identifies the service.

Version: The version of the service.

Status: Identifies status as one of the following:

- Pipeline – Service under development and not available
- Current – Service offered in production
- Retired – Service no longer offered

Description: A brief description of the service in customer terms (non-technical).

Delivery Scope: Identifies who may/must consume a service. Defines whether a service is mandatory or optional. A mandatory service requires all eligible customers to use a service when their business requirements are met by the service. Optional services may be consumed by agencies at their discretion.

In Scope: Describes standard and optional features and functions of the service available to any customer who receives the service.

Out of Scope: Describes specific items that are excluded from the scope of service.

Service Owner: The name and contact information of the commonwealth organization that is accountable for managing the service.

Service Provider: The name and contact information of all Service Providers that have responsibilities for the delivery of the service.

Availability: The times that the service will be available.

Customer Requirements: Indicates pre-requisites and responsibilities the customer must fulfill in order to successfully receive the service.

Service Initiation: Identifies how and when to obtain the service.

Procurement Method: Specifies how a customer can procure the service.

Service Support: Identifies how to receive help in the event that a problem occurs with the service. This includes technical and functional escalation contact information.

Cost: A description of the costs associated with the service.

Service Levels: Describes the level of service expected between the service provider and customer, documenting service level targets and the responsibilities of the service provider and the customer. This can include

contractual Service Level Agreements (SLAs), non-contractual Service Level Objectives (SLOs) or Operational Level Agreements (OLA).

Planned Outages: Identifies known planned service outages for events such as maintenance and upgrades.

Additional Information: Directs customers to other sources of information about the service such as training material, user guides, standard procedures, operational details, and other supporting documentation.

6.4 Service Consumption

The Enterprise IT Service Offering Listing contains service descriptions that provide information for agency consumption. The service description field, “Service Initiation”, provides details to agencies on how to consume a service offering.

Agencies are to consume mandatory service offerings as defined by the “Delivery Scope” in the service description of the Enterprise IT Service Offering Listing when agency business and technical requirements are met by the offering. If a mandatory IT service offering does not meet an agency’s business or technical requirements and the agency plans to pursue an alternative solution, then the agency is required to file an IT waiver request. (See ITP-BUS004 – IT Waiver Review Process)

Agencies are to evaluate optional service offerings for use as defined by the “Delivery Scope” in the service descriptions of the Enterprise IT Services Offering Listing. Agencies that do not select optional service offerings for consumption are not required to file an IT waiver request.

7. Responsibilities

7.1 Agencies

Agencies are responsible for presenting candidate Enterprise IT Service Offerings to the OA/OIT. Agencies are responsible for consuming service offerings based on section 6.4 Service Consumption of this policy.

7.2 CIO Council

The CIO Council is responsible for evaluating and recommending candidate IT service offerings to the Commonwealth CIO.

7.3 Commonwealth CIO

The Commonwealth CIO is responsible for approving or rejecting IT service offering recommendations from the CIO Council.

7.4 OA/OIT/Bureau of Enterprise Services

OA/OIT is responsible for maintaining the Enterprise IT Service Offering Listing.

8. Related ITPs/Other References

ITP-BUS004 – IT Waiver Review Process

9. Authority

Executive Order 2011-05, Enterprise Information Technology Governance Management Directive 245.13 Amended, Strategic Direction for Information Technology Investments

10. Publication Version Control

It is the user’s responsibility to ensure they have the latest version of this publication, which appears on <https://itcentral.pa.gov>. Questions regarding this publication are to be directed to ra-itcentral@pa.gov

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