Information Technology Policy

Enterprise Service Catalog

ITP Number		Effective Date
ITP-BUS007		July 7, 2013
Category		**Supersedes**
Business		None
Contact		**Scheduled Review**
RA-ITCentral@pa.gov		July 2019

1.   Purpose

Establishes policy for the management of the Enterprise Service Catalog.

2.   Scope

This Information Technology Policy (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.   Definitions

- **Enterprise Service Catalog:** Document that describes the enterprise IT service offerings.

- **Enterprise IT Service Offering:** A combination of people, processes, and technology that support a customer's business needs as a means of delivering value by facilitating the outcomes customers want to achieve.

- **Enterprise Standard:** An Enterprise IT Service Offering that is required to be utilized and consumed by agencies and Delivery Centers.

- **Office of Administration, Office for Information Technology Enterprise (OA/OIT Enterprise):** Consists of the offices managed by the Commonwealth Chief Information Officer (CIO), Chief Technology Officer (CTO), Chief Information Security Officer (CISO), Director of Office of Strategy and Management (OSAM), and Director of Enterprise Services and their respective program areas.

4.   Policy

Agency and Delivery Centers under the Governor's jurisdiction are required to utilize all Enterprise Standards that are identified in the Enterprise Service Catalog if that Enterprise Standard is needed to support agency/delivery center business needs. An agency or Delivery Center is not required to consume the Enterprise Standard if the service is not needed, however, if future business needs require a service offering, agencies and delivery centers must consume the service offering if it is categorized as an Enterprise Standard. Independent Agencies may be required to consume Enterprise Standard services that are identified in the Enterprise Service Catalog.

If an agency (Governor's Jurisdiction or Independent Agency) or Delivery Center business needs necessitate nonconformity of an Enterprise Standard, they are required to obtain a COPPAR approval prior to implementing non-Enterprise Standard services. The COPPAR waiver process, detailed in ITP-BUS004 *IT Waiver Review Process*, and the COPPAR request is to include a business justification of the solution replacing the Enterprise Standard.

Any agency or Delivery Center may present a candidate for a new enterprise-class IT service offering to the Office of Administration, Office for Information Technology Enterprise (OA/OIT Enterprise) by following the OA/OIT Service Catalog Management Process, located at https://itcentral.pa.gov/Pages/Enterprise-Services.aspx.

All requests to add, change, or retire IT service offerings as well as any IT service offerings that are candidates to be Enterprise Standards will be submitted to the appropriate enterprise governing bodies for final approval. OA/OIT Enterprise will be responsible for all change management processes to the Enterprise Service Catalog under the guidance of the appropriate enterprise governing bodies.

5.   Responsibilities

OA/OIT Enterprise is responsible for the management and governance of the Enterprise Service Catalog.

Agencies/Delivery Centers are responsible for submitting candidate Enterprise IT Service Offerings to OA/OIT Enterprise. Agencies/Delivery Centers are required to consume service offerings that are designated Enterprise Standard if business requires the service offering. All other offerings are to be consumed at the discretion of the Delivery Center CIO.

6.   Related ITPs/Other References

Definitions of associated terms of this policy are published on the Office of Administration's public portal: http://www.oa.pa.gov/Policies/Pages/Glossary.aspx

Commonwealth policies, including Executive Orders, Management Directives, and IT Policies are published on the Office of Administration's public portal: http://www.oa.pa.gov/Policies/Pages/default.aspx

- Management Directive 205.34 *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*

- ITP-BUS004 *IT Waiver Review Process*

- ITP-SEC000 *Information Security Policy*

7.   Authority

Executive Order 2016-06 - Enterprise Information Technology Governance

8.   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 for Commonwealth personnel and on the Office of Administration public portal: http://www.oa.pa.gov/Policies/Pages/default.aspx. Questions regarding this publication are to be directed to RA-ITCentral@pa.gov.

9.   Exemption from This Policy

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver may be submitted via the Commonwealth of PA Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at http://coppar.oa.pa.gov/. Agency CIO approval is required.

This chart contains a history of this publication's revisions:

Version	Date	Purpose of Revision
Original	07/17/2013	Base policy
Revision	07/19/2018	Revised Policy guidance; removing outdated language Updated ITP title Updated Responsibilities section (Entities required to consume "Enterprise Standard" service offerings) Added additional Definitions