

Information Technology Policy

Business Intelligence Policy

Number

ITP-INF010

Effective Date

March 23, 2009

Category

Information

Supersedes

None

ContactRA-ITCentral@pa.gov**Scheduled Review**

December2023

1. Purpose

This [Information Technology Policy \(ITP\)](#) establishes enterprise-wide standards and policies for Business Intelligence (BI) core infrastructure technologies. Establishing standards will provide guidance to agencies as they plan for new application development projects or make investments in existing applications.

It also provides a mechanism for agencies to collaborate with the Office of Administration, Office for Information Technology (OA/OIT) to publish BI information to identified audiences.

2. Scope

This ITP applies to all offices, departments, boards, commissions, and councils under the Governor's jurisdiction (hereinafter referred to as "agencies"). Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

Third-party vendors, licensors, contractors, or suppliers shall meet the policy requirements of this ITP that are applicable to the products and services provided to the Commonwealth.

3. Background

BI applications provide historical, current, and predictive perspectives of business operational data. Business operational data is typically extracted from operational data stores, transformed, and loaded into a data warehouse. However, there may be times that business requirements justify working from operational data.

From the context of this policy, BI core infrastructure is treated separately from data warehousing (See [ITP-INF004, Data Warehousing Policy](#)). Additionally, this policy does not address loosely coupled technologies that are typically found in BI implementations, such as reporting and dashboards (See [ITP- INF011, Reporting Policy](#) and [ITP-INF012, Dashboard Policy](#)).

This policy addresses BI technologies centered on Online Analytical Processing (OLAP) engines, data mining, modeling, and business content tools for extraction, modeling, searching, and information retrieval.

STD-INF010A, Business Intelligence Product Standards provides guidance to agencies on the current standards and the status of other BI solutions that are being used or being considered for use.

GEN-INF010B, Business Intelligence Product Availability provides information on the availability and licensing of current BI product standards.

4. Definitions

Service Principal: A Service Principal is the local representation, or application instance, of a global application object in a single tenant or directory. A Service Principal is a concrete instance created from the application object and inherits certain properties from that application object.

5. Policy

Agencies shall use one of the current standards as defined in *STD-INF010A, Business Intelligence Product Standards*. For additional information regarding BI solutions offered by Integrated Enterprise Systems (IES) for Enterprise Resource Planning (ERP) applications agencies shall refer to [ITP-SFT008, Enterprise Resource Planning \(ERP\) Management](#).

Agencies shall coordinate with OA/OIT to ensure compliance requirements are achieved with all BI solutions.

Agencies shall coordinate with OA/OIT to implement the appropriate security and process controls to ensure the confidentiality, integrity, and availability of the data in accordance with the data owner's requirements.

Agencies shall ensure all public facing instances of BI solutions comply with related ITPs.

Agencies shall coordinate with OA/OIT to leverage a Service Principal to protect permissions to data sources.

Agencies may not produce BI reports or dashboards for public consumption that contain personally identifiable information or other close records as documented in [ITP- INF015, Policy and Procedures for Protecting Commonwealth Electronic Data](#).

6. Responsibilities

6.1 Agencies shall:

- Leverage the BI solution provided by IES for ERP when the solution meets their business requirements.
- Adhere to the BI product standards defined in STD-INF010A.
- Ensure all public facing instances of BI solutions comply with related ITPs.
- Coordinate with OA/OIT to ensure compliance.
- Coordinate with appropriate security and process controls are applied by OA/OIT.

6.2 Office of Administration, Office for Information Technology shall:

- Collaborate with Agencies to ensure compliance requirements are achieved and the appropriate security and process controls are applied for all BI solutions.

6.3 Third-party vendors, licensors, contractors, or suppliers shall:

- Comply with the requirements as outlined in this ITP that are applicable to the products and services provided to the Commonwealth.

7. 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 Amended, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*](#)
- [*ITP-ACC001, Information Technology Digital Accessibility Policy*](#)
- [*ITP-BUS004, IT Policy Waiver Review Process*](#)
- [*ITP-INF000, Enterprise Data and Information Management Policy*](#)
- [*ITP-INF004, Data Warehousing Policy*](#)
- [*ITP-INF011, Reporting Policy*](#)
- [*ITP-INF012, Dashboard Policy*](#)
- [*ITP-INF015, Policy and Procedures for Identifying, Classifying, and Categorizing Commonwealth Electronic Data*](#)
- [*ITP-SEC005, Commonwealth Application Certification and Accreditation*](#)
- [*ITP-SEC019, Policy and Procedures for Protecting Commonwealth Electronic Data*](#)
- [*ITP-SFT003, Geospatial Enterprise Service Architecture*](#)
- [*ITP-SFT008, Enterprise Resource Planning \(ERP\) Management.*](#)
- *STD-INF010A, Business Intelligence Product Standards*
- *GEN-INF010B, Business Intelligence Product Availability*

8. Authority

[*Executive Order 2016-06, Enterprise Information Technology Governance*](#)

9. Publication Version Control

It is the [Authorized 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 shall be directed to RA-ITCentral@pa.gov.

10. Exemption from this Policy

In the event an agency chooses to seek an exemption from the guidance within this ITP, a request for a policy waiver shall be submitted via the enterprise IT policy waiver process. Refer to [ITP-BUS004 IT Policy Waiver Review Process](#) for guidance.

This chart contains a history of this publication's revisions. Redline documents detail the revisions and are available to CWOPA users only.

Version	Date	Purpose of Revision	Redline Link
Original	03/23/2009	Base Document	N/A
Revision	11/19/2010	ITP Refresh	N/A
Revision	06/04/2021	ITP Refresh New ITP Templates and updated language Added Definitions Updated Scope, Responsibilities and Exemption sections	N/A
Revision	12/02/2022	<ul style="list-style-type: none"> • ITP Refresh • Removed definitions for terms not being used in the policy • Replaced policy language pertaining to IES solutions, with a reference to ITP-SFT008. • Updated responsibilities • Updated references 	Revised IT Policy Redline <12/02/2022>