

29.01.03.M0.04 Information Resources – Enterprise IT Services

Approved December 16, 2020

Next scheduled review: December 16, 2025

SAP Statement

The efficient and effective use of information resources is essential to the long-term success of the university. Enterprise IT Services are critical to the university’s ability to accomplish its teaching, research, and service missions. Effective management of Enterprise IT Services is necessary to ensure compliance with federal and state regulations, safeguard data and intellectual property, and to protect the university from financial loss and reputational harm. Standardizing Enterprise IT Services provides economic efficiencies and allows for greater security, enhanced productivity, better collaboration, and reduced support and maintenance costs.

Definitions

IT Service: An Information Technology Service is a set of interdependent resources which provide value to stakeholders.

Enterprise IT Service: A Central Service, designated by the IT Governance Executive IT Council that provides value to Texas A&M University stakeholders collectively, or by groups (faculty, researchers, administrators, staff, undergraduate students, graduate students) in accomplishing the mission of the university.

Central Service: An IT service that is critical to the teaching, research, or service mission and operation of the University. Such a service is widely needed and available to all members of the university community. This service type requires consistent levels of service quality and delivery. A Central Service will also ensure that cybersecurity and IT risk management functions adhere to federal and state regulations as well as industry best practices.

Specialized Service: An IT service that is needed by few and available only in specific areas of the University. Over time, it is possible that specialized services may transition into consortium or central services when there is commonality in the need across multiple colleges and departments.

Official Procedure and Responsibilities

1. GENERAL

- 1.1. This Standard Administrative Procedure (SAP) establishes a process whereby standards for Enterprise IT Services may be adopted across the university.

2. APPLICABILITY

- 2.1. The Chief Information Officer (CIO) is responsible for implementing the procedures described in this SAP.
- 2.2. The intended audience for this SAP includes, but is not limited to, all Information Resource Owners, Custodians, and users of university information resources

3. PROCEDURES

- 3.1. The IT Governance Executive IT Council may designate certain IT services to be Enterprise IT Services.
 - 3.1.1. The IT Governance Executive IT Council may determine that use of an Enterprise IT Service is mandatory and prohibit a unit from using or deploying a duplicative service.
 - 3.1.2. Units must request an exception to justify why they are unable to utilize a designated Enterprise IT Service (see Section 4).
- 3.2. Prior to the designation of a new Enterprise IT Service, the CIO or designee, on behalf of the IT Governance Executive IT Council, shall solicit comments regarding the new designation from appropriate constituencies.
- 3.3. Enterprise IT Service designations shall be created or revised with consideration toward minimizing risk, cost, and impact to affected university units as well as service experiences of faculty, staff, and students utilizing these services by:
 - 3.3.1. providing feasible, risk-based implementation and end-of-life dates;
 - 3.3.2. reducing duplication of services across the university;
 - 3.3.3. aligning with all applicable security and privacy policies and controls;
 - 3.3.4. identifying reasonable service levels; and
 - 3.3.5. consolidating resources when in the best interest of the university's cybersecurity, compliance, and strategic objectives.
- 3.4. The CIO shall maintain a list of all Enterprise IT Services. A copy of this list may be obtained directly from the office of the CIO, and is available electronically on the [Division of IT website](#).

4. EXCEPTIONS

- 4.1. The Information Resource Owner or designee is responsible for ensuring that the procedures described in this SAP are implemented. Based on risk management considerations and business functions, the Information Resource Owner may determine that it would be appropriate to apply for an exception. Exceptions can be requested in accordance with SAP 29.01.03.M0.03 Exceptions from Required Risk Mitigation Measures.

Contact Office

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