

Office of Information Technology Policy

Title Enterprise Shared Services

Policy:

The Chief Information Office, through the Office of Information Technology, shall oversee and coordinate the definition, projection, procurement, provision, and management of shared information technology services, where it is determined to be in the best interest of the State. This may include applications, supporting services, and technical infrastructure.

Scope:

All entities under the authority of the Office of Information Technology, pursuant to the provisions of R.S. 39:15.1, et seq., must comply with this policy which includes all departments, boards and commissions within the executive branch and higher education institutions, unless otherwise superseded by specific legislation, executive order, or policy.

Responsibilities:

The CIO shall define the overall framework or criteria for identifying and evaluating those services which are shared or agency-specific. Applying sound business practices and design principles, the objective is to provide sound foundational and enterprise services that will allow agencies to focus on their agency lines of business.

The Office of Information Technology (OIT) shall define those applications and information technology services that are best managed as shared service offerings to entities within the executive branch.

Designation of a service as an enterprise shared service may include the following criteria:

- Where services support business functions and data that cross departmental boundaries
- Where a shared service is more cost-effective
- Where the shared service facilitates the transfer of information or worker knowledge
- Where consistent qualities of service are required
- Where a shared service is foundational to other needed shared services
- Where a common approach is mandated by competent authority or best practices.

Where possible, services shall be open and standards-based, maximizing the benefits of volume buying, life cycle replacement, interoperability and training.

Stand-alone agency implementation of such services shall migrate to the equivalent shared services, unless otherwise exempted.

The overall responsibility for the projection, fiscal and operational management, and tracking of such services shall be as defined in the OIT Enterprise Governance policy and as further defined in the specific policy governing the shared service.

Office of Information Technology Policy

Related Policies, Standards, Guidelines:

IT POL 0-04 *Enterprise Governance*

Effective Date:

December 20, 2009