Technology Management Policy			
Policy Sponsor	Vice President Information Technology and Chief Information Officer (VPIT & CIO)	**Category**	Administrative
Policy Contact	Deputy CIO	**Effective Date**	December 12, 2019
Approved By	Executive Team	**Review Date**	December 12, 2024
Approved Date	December 12, 2019		

1. Purpose

Technology is the foundation of our 100% online university, and the strategic enabler that allows the online Athabasca University Community to engage in learning that removes barriers to access and promotes success for adult learners. While also following the key pillars of the overall Digital Governance Control Framework, technology facilitates access to learning that is open, flexible and everywhere, and necessitates the management of technology throughout its lifecycle to provide appropriate and architecturally compliant business tools to achieve the University's mandate and strategic goals.

2. Scope

This policy applies to the acquisition, delivery, maintenance, replacement, and retirement of the University's information related technology assets, processes and services. Information Technology has primary responsibility for these functions, and everyone in the University Community is a stakeholder with high expectations for strong technology management practices.

3. Definitions

Authorized User	A person who has been granted access to an Account and for whom access has not been rescinded or terminated per this policy.
Lifecycle (IT)	The span of time between the creation of a technology and digital assets and their disposal.

Lifecycle Management	In IT, this model refers to how something is planned, managed and monitored from inception to completion, including the process of evergreening.
Evergreen (IT)	The process of ensuring Technology and Digital Assets remain current and are replaced or retired on a regular schedule. Also known as evergreening.
Standard Operating Procedure (SOP)	A standard operating procedure addresses process-related information that is below the level of policies and procedures. Their content often informs the Policy Framework. An SOP is highly detailed, regularly revised and is deemed internal to the University, although an SOP may be shared on a need-to-know basis.
Technology Assets	End-user desktops, laptops, mobile devices, IoT (*Internet of Things*) devices, operating systems, digital signage, smart audio devices, virtual and augmented reality devices, and in-room and at-home communication technologies equipment.
Technology Processes	Processes related to the acquisition, delivery, maintenance, replacement, and retirement of the University's information related technology.
Technology Services	Services provided by members of the AU IT organization to all students and employees pertaining to the acquisition, delivery, maintenance, replacement, and retirement of the University's information related technology.

4. Guiding Principles

4.1. The University will resource and support the requirement for sustainable lifecycle management of technology.

4.2. Technology management will be underpinned by the cloud-based, technical and architectural vision for the University's current and future needs.

4.3. Vice President Information Technology and Chief Information Officer is responsible for the overall lifecycle management of the University's technology assets, processes and services in an effective and efficient manner on behalf of the University's authorized users.

    a. Information Technology staff will ensure every technology asset, process or service meets or exceeds the University's needs as part of IT lifecycle management.

4.4. Upgrades and new technology development or integration projects will promote compatibility and supportability across the University's technology

environment and in support of the University's IT platform becoming a system solution for online learning for Alberta post-secondary partners. As such projects will:

  a. Align technology with strategic requirements of the University.

  b. Ensure all technology-related changes inherently aim to achieve positive impacts for the University.

4.5. The University Community together shares accountability that all digital and technology assets and resources are used appropriately and in accordance with the University's Code of Conduct for Members of the University Community and as set forth in the Digital Governance Control Framework – Governing Policy and its IT Policies and Procedures.

4.6. IT will deliver a high level of customer satisfaction and provide student-focused user experience and service delivery in support of the new Service Model of AU.

4.7. At all times technology will be managed to avoid technology-related risks, such as cybersecurity and disruption risks, and minimize undesired consequences that could impact the stability and reliability of our systems for our students.

4.8. The expectation will be to optimize the performance of technology assets, processes and services in response to University needs.

4.9. The University will comply with GDPR requirements for our international students under this jurisdiction, including contractual obligations.

5. Applicable Legislation and Regulations
Freedom of Information and Protection of Privacy Act
General Data Protection Regulation (GDPR)

6. Related Procedures/Documents
Code of Conduct for Members of the University Community
Protection of Privacy Policy
Acceptable Use of Information Technology Assets Procedure
Technology Infrastructure and Assets Lifecycle Procedure
Operations Management Lifecycle Procedure
System Development Lifecycle Procedure
Information Technology Change Management Procedure
Evergreening Procedure
Security of Digital Information and Assets Policy and related Procedures
Alberta Association in Higher Education for Information Technology's ITM Control Framework

NOTE: The subject matter and scope of this policy and its related procedures are also supported by internal-use only Standard Operating Procedures.

History

Date	Action
December 12, 2019	Executive Team (Policy Approved)