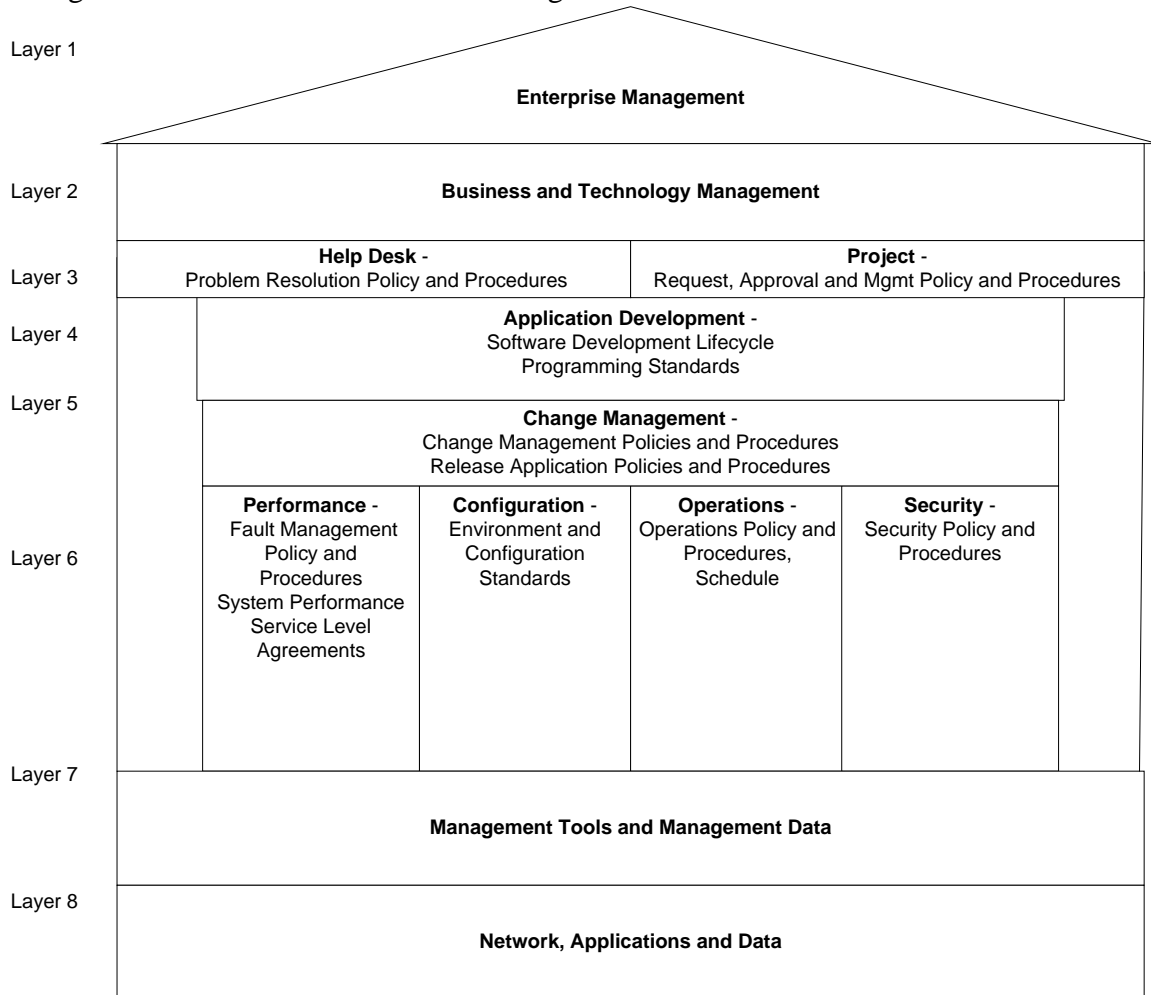


**Drake University  
Computer Information Systems  
Policies and Procedures  
The Big Picture**

**The “House” of Information Technology Policy and Procedure**

The following model describes how administrative systems policies and procedures support strategy and the business processes designed to implement strategy for Drake University, the domains to which specific information technology management policies and procedures apply and the interfaces between domains to enable the exchange of management information and invoke management actions.



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***Layer 1 – Enterprise Management***

Enterprise Management defines strategy and policy for the University as a whole and passes it down to Business and Technology Management.

***Layer 2 – Business and Technology Management***

Business and Technology Management determine how to implement strategy and policy passed down from Enterprise Management through the definition of business processes.

***Layer 3 – Work Requests***

Business and Technology Management pass on work requests in the form of Project Requests to implement new business processes and Problem Resolution Requests to fix problems with existing business processes.

***Layer 4 –Application Development***

Projects and Problem Resolutions are built by application development.

***Layer 5 – Change Management***

The Project and Problem Resolutions built by Application Development are applied through the functional management of networks, applications and data.

***Layer 6 – Functional Management of Networks, Applications and Data***

The processes used to manage networks, applications and data.

***Layer 7 – Network and Applications Management Tools and Management Data***

Tools used to monitor and manage networks, applications and data.

***Layer 8 – Network, Applications and Data***

The network, applications and data themselves.

**OIT Policy and Procedure**

***Naming and Scope***

Some policy and procedure within each layer are applied to all applications and some are application specific. The title of each policy and procedure document indicates the scope

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of systems this document covers. For example, a document beginning Administrative Systems...covers all applications owned by that department. A document beginning DUSIS covers only the DUSIS system.

***Versioning and Approval***

Each policy and procedures document will be versioned appropriately and only the latest approved version displayed for users. Each document must also display the modification date. Documents must be approved by the Administrative Systems Team Leaders (aka DUSIS Team Leaders). Issues with policy and procedure that need to be escalated will go to DAITE.