Week 4: IT Policy Control Framework

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# IT Policy Control Framework

NCU Financial has aggressively utilized acquisitions to grow its digital banking network. This strategy facilitates the business competing across diverse markets and reducing time to market. However, it has also created a fragmented internal structure without standards. The senior leadership wants to enable cross-business unit collaboration, which is dependent on establishing standards throughout the organization. NCU-F’s standards task force must define specific controls for each IT layer (e.g., networking and application components). While every component needs to become compliant eventually, the business is also cognizant of maintaining reliability and service availability.

# Naming Conventions

The company does not centrally define component naming conventions, trading more flexibility and autonomy for less organizational consistency. Members of an individual team can quickly discover resources because they understand the local vocabulary and rules.

Table 1: Router Naming Format Examples

|  |  |
| --- | --- |
| Business Unit | Name Format |
| Credit Team | {deviceid}.{building}.{geo}.credit.ncu |
| Savings Team | {deviceid}.routers.{geo}.savings.ncu |
| Trading Team | {deviceid}.{subsystem}.geo.trading.ncu |
| Mortgage Team | {mac-address}.routes.devices.mortgage.ncu |

However, scaling support teams more broadly becomes challenging. For instance, a central operations team must become accustomed to N-naming schemes. Table 1 enumerates a subset of the different formats that teams currently follow to name their routers. Arguably, one team’s nomenclature is equally valid to another.

Those various permutations also manifest complexity throughout systems management (e.g., monitor and alerting rules). Decision processes much balance this technical debt against the value-add of modernizing each resource name. One approach is to prioritize shared artifacts over internal implementation details. For instance, the edge router into the Credit team’s app must be discoverable by all NCU-F personal. In contrast, a smaller cohort must interact with traffic policies within the Credit team’s private subnets.

Along with unlocking the most value early in the migration, each business unit can decide appropriate maturity levels that align with NCU-F’s standards task force. Consider the Mortgage team’s current state with its network equipment nearing end-of-life. If it adopts the naming standards immediately, the migration must happen twice (now and after refresh). Therefore, waiting for the planned event is more economical and better utilizes engineering resources.