



# ICT Governance Policy

# Contents

<b>1. Introduction.....</b>	<b>3</b>
<b>2. Purpose .....</b>	<b>3</b>
2.1 ICT changes.....	3
<b>3. Purpose of the ICTGG .....</b>	<b>3</b>
<b>4. Representation .....</b>	<b>4</b>
<b>5. Meetings.....</b>	<b>5</b>
<b>6. Guiding principles .....</b>	<b>5</b>
<b>7. Document authority.....</b>	<b>6</b>

# 1. Introduction

Gelos Enterprises (Gelos) acknowledges the importance that Information and Communication Technology (ICT) plays in the organisation's ability to undertake business and maintain competitiveness. Due to this, Gelos has implemented an ICT Governance Group (ICTGG) to steer the implementation of, and changes to, ICT systems, processes and policies. The purpose of this is to ensure that all ICT changes are of benefit to the organisation, align with business needs and are of the highest possible quality.

## 2. Purpose

The purpose of this policy is to ensure that quality decision making is followed when ICT changes are implemented. This is achieved by requiring all ICT changes (defined below) be submitted to the ICTGG, prior to the commencement of their implementation.

### 2.1 ICT changes

ICT changes are defined as:

- new ICT projects with an implementation cost of more than \$5000
- new ICT projects with planned ongoing costs
- changes to service level agreements
- changes to ICT policies
- changes to ICT procedures that involve end users.

## 3. Purpose of the ICTGG

The ICTGG was created to oversee and guide the approval and implementation of new and changing ICT systems. The group includes a diverse selection of stakeholders from across the organisation who have a vested interest in the ICT systems and technology used within Gelos.

The ICTGG will achieve this by assessing the viability of ICT changes against the Guiding Principles outlined below and either approving the implementation/change or requesting that more information is provided against certain criteria.

All ICT systems as defined in this policy must be put before the ICTGG for approval. ICT systems cannot be implemented without prior approval from the ICTGG.

Additionally, the ICTGG will put forward, discuss and collaborate on technologies that may be required in the future. This will allow non-ICT departments and managers to suggest new technologies, changes and other ICT-related ideas that may be beneficial to the organisation.

## 4. Representation

The ICT Governance Group is made up of key stakeholders from across the organisation who have a vested interest in the ICT systems of Gelos. The group includes representatives from the board of directors, ICT and heads of sections.

The ICTGG is made up of the following members:

- CEO, Gelos Enterprises
  - The CEO is a member of the ICTGG to ensure that all technology and ICT projects support the direction that Gelos is moving in.
- Chief Technical Officer, ICT Department
  - The Chief Technical Officer's role is to put forward changes, projects and new technologies that the ICT Department is planning on implementing.
- Human Resources Director, HR Department
  - The Human Resources Director's role in the ICTGG is to ensure that any changes to the ICT infrastructure support the needs of HR. HR has a vested interest in these changes due to the computerised HR systems in use at Gelos.
- Head of Finance, Finance Department
  - The Head of Finance's interest in the ICTGG is to ensure that the computerised finance systems are not impacted by any changes implemented.

## 5. Meetings

The ICTGG will meet every two months.

## 6. Guiding principles

The following guiding principles will be used by the ICTGG to ensure that only quality ICT systems are implemented.

1. All ICT systems and changes should support Gelos in its core business.
2. All ICT systems should promote operational efficiency.
3. All ICT systems, including information, must be secured.
4. ICT is managed as an investment.
5. ICT systems must align with Gelos's Strategic Plan.
6. When considering projects for approval, the full cost, including implementation, licensing, infrastructure, skilled staff and ongoing costs, must be documented in the life of the system.
7. Projects will also be considered based on their Return on Investment. This may include financial and non-financial (qualitative) returns.
8. A decision-making framework will be used to make informed decisions, including:
  - a considering different perspectives; this may include Senior Management, other staff members and external stakeholders
  - b using reliable and current sources of information
  - c evaluating all information against suitable criteria, for example client requirements, hardware and software specifications.
9. Risks to ICT systems must be considered, with appropriate mitigation strategies identified.
10. Major system changes will usually be implemented using a pilot test before full scale implementation.
11. Implementation or changes to ICT systems must not adversely impact on the productivity of business units, departments, or the organisation as a whole.
12. All ICT systems, processes, applications and data will have documented owners responsible for the implementation and maintenance.

## 7. Document authority

This ICT Governance Policy has been authorised by Catherine Dunn the CEO of Gelos Enterprises and is available to all staff. It has been developed in line with all relevant legislation, in consultation with committee representatives and will be revised on a regular basis.

Approval date: xx/xx/20xx