

COUNTY OF VENTURA	ADMINISTRATIVE POLICY MANUAL	INFORMATION MANAGEMENT CHAPTER V
<u>Originating Agency</u> Information Technology Services Department	<u>Last Issued/Revised</u> July 12, 2022 <u>Jul 23, 2024</u>	<u>Policy No. Chapter V – 001</u> Information Technology Strategy, Governance, Policy, and Procedure Management
Policy Change Requires:	[x]	Board of Supervisors Approval
Form Change Requires:	[x]	CEO Approval

1.0 STRATEGY

Information Technology (IT) Services shall develop an IT Services strategic plan every five years to achieve the following goals:

- Improve the delivery of County services
- Provide better service through operational improvement.
- Promote coordination of services within the County, and outside entities.
- Reduce and/or avoid costs while increasing revenues.
- Increase the effectiveness and quality of work life of County employees.
- Improve County decision-making.

This strategic plan shall be reviewed/updated every two years to maintain alignment with the County's overall mission and vision and the Countywide IT Strategy. As part of the strategic development, IT Services will also coordinate with County agencies to incorporate additional technology expectations into the plan. Once developed, a technology roadmap shall be created and updated annually to provide guidance on achieving the strategic plan.

2.0 GOVERNANCE

2.1 Governing Bodies

Countywide IT is governed by the following bodies:

- **Board of Supervisors (BOS)** – Structure and authority are outlined within the administrative manual (See <https://countyofventuraca.sharepoint.com/sites/CEO/AdminManual/Documents/Preface-section2.pdf>).
- **County Executive Office (CEO)** – The CEO has the responsibility and authority to create information technology committees to plan and review project proposals. These committees are designed to help ensure consistency with the goals, guidelines, and policies of the County's technology strategy and technology roadmap. The committees will be composed of representatives from the CEO, IT Services, and other agencies and/or departments as determined by the CEO.

- **Information Technology Committee (ITC)** – The ITC is responsible for determining project feasibility, inter-agency coordination, and providing oversight and monitoring of technology projects meeting certain dollar thresholds to ensure achievement of success criteria.
- **IT Services** – IT Services has the centralized responsibility for providing cost effective, appropriate technology solutions and serves as the manager of those centralized tools and resources. While agencies and/or departments are permitted to manage the use of technology to achieve their goals and objectives, utilization of those technologies shall be in alignment with the County's overall business strategy and established County policies. Consideration and collaboration with IT Services shall be done to identify any existing County technologies or services which may satisfy agency business requirements.

IT Services has been mandated the responsibility and authority for drafting IT standards, recommending IT policies and guidelines, determining technological direction and strategies, Countywide network security, and ensuring departmental systems are implemented in accordance with the intent and direction of the CEO and the BOS.

2.2 **Security** Framework and Standards

In January 2024, IT Services adopted an IT Governance Framework based on the Information Systems Audit and Control Association's (ISACA) Control Objectives for Information Technology (COBIT). This is not an IT only framework but more of a business focused set of IT objectives focused on value creation. The framework includes objectives for the following areas: Strategy, Operations and Infrastructure, Financial Management, Project Management, Security and Risk, Data and Business Intelligence, and Resource Management.

As IT Services continues to be responsive to changing County strategic objectives in the face of ongoing technology evolution, this Governance Framework will be reassessed regularly and updated as needed.

The National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF) will be utilized to provide guidance where IT policies are not defined. County IT policies will supersede any framework conflicts.

3.0 **POLICY**

IT Services is responsible for establishing and recommending Countywide IT policies and standards (policies), determining technological direction strategies, and ensuring agency and/or departmental information systems are implemented in accordance with the intent and direction of the CEO and the BOS. The implementation of technology is seen as a joint responsibility shared by IT Services, the individual agencies, the CEO, and the BOS.

County IT Policies shall be created, as necessary, to provide guidance, promote consistency, and reduce overall risks to County agencies and/or departments.

To ensure County IT policies are accurate and reflective of current and applicable practices, laws, and regulations, policies shall be periodically reviewed and updated by IT Services.

3.1 Exceptions

Any exceptions to this policy are to be documented and shall be approved in writing by the agency head, or designated agency representative, and the Assistant Chief Information Officer.

4.0 STANDARDS

4.1 Policies and Procedures

While policies and procedures related to IT can be created at the agency and/or department level, all IT policies and procedures shall meet or exceed the requirements outlined within County IT policies. Agency and/or department level policies and procedures are managed by the designated agency representative.

The CEO has delegated responsibility to IT Services for Countywide policy enforcement and ensuring that the implementation of County policies is based on recommendations from IT Services, ~~the Business Technology Committee (BTC)~~, and the ITC.

Where feasible, policies and procedures shall also adhere to industry standards, regulatory and/or statutory requirements. Any deviations from such compliance shall go through a formally documented risk assessment to ascertain the cost/benefit of the risk response (e.g., acceptance, mitigation, transference, and avoidance).

Due to the length, complexity, and frequency of updates resulting from evolving technology, Countywide IT policies and procedures – outside of this policy – shall be separately maintained by IT Services and made available in the “Form/Policies” section of the County’s intranet system (See <https://countyofventuraca.sharepoint.com/sites/CEO/AdminManual/default.aspx>).

4.2 Review, Changes and Approval

IT Services shall review and approve County IT policies at least annually and will notate any changes made to the document. Countywide IT policy changes shall be updated by IT Services, ~~reviewed by the BTC for recommendations~~ and approved by the ITC or governing body of higher authority.

Agency and/or department IT policies and procedures shall be reviewed and approved by the agency and/or department at least annually to ensure document contents are still reflective of current practices and are in accordance with overarching policies, regulatory and/or statutory requirements.

Any changes to agency and/or department IT policies and procedures shall be approved by the respective business owner or agency head.

4.3 Interim Policies

In the event of an emergency, interim Countywide Information Technology policies can be approved for implementation by the Chief Information Officer. Policies of this nature shall be clearly identified as an “Interim Policy” and are effective until the next ITC meeting, or six months, whichever comes first. If formal review and approval cannot be obtained by the next ITC interim policies will be null and void.

5.0 HISTORY

Version	Change Date	Description of Change(s)	Changed by	Title	Agency
1.0	07/12/2022	Initial development of policy.	Kamil Manuel	CISO	IT Services
<u>1.1</u>	<u>7/23/2024</u>	<u>Updated section 2.2 to include the IT Governance Framework and remove references to BTC.</u>	<u>Terry Theobald</u>	<u>CIO</u>	<u>IT Services</u>