



FLORIDA DEPARTMENT OF JUVENILE JUSTICE PROCEDURE

Title: Information Technology Resource Management Procedures

Related Policy: FDJJ – 1205.01

I. DEFINITIONS

Chief Information Officer (CIO) – DJJ staff responsible for overseeing the Bureau of Information Technology (IT) within DJJ.

Information Resource Request (IRR) (Attachment 1) – A standard electronic form used within the Department for requesting approval from the CIO to acquire information technology resources.

Information Security Manager (ISM) – The individual appointed by the Secretary or designee to administer the Department's information security program in accordance with s.228.318, F.S. This individual serves as the Department's internal and external point of contact for all information security matters.

Information Technology (IT) Hardware – Information technology resource equipment designed for the automated storage, manipulation, routing, and retrieval of data. Such hardware includes, but is not limited to: desktop computers; laptop computers; palm/handheld devices; smart phone devices; servers; video conferencing equipment; peripheral equipment such as printers, plotters, scanners; Digital Video Recorder (DVR) devices; CCTV devices, and computer network equipment and systems.

Information Technology Plans – Agency and State plans developed to provide an Agency and/or Enterprise view of the management and use of technology. This includes, but is not limited to, the following: internal planning; budget planning; and enterprise planning documents (such as Information Technology Strategic plans, Schedule IV-B, State Enterprise Project plans, and Information Technology Operational plans).

Information Technology (IT) Resources – Any type of hardware, software, service, device and/or equipment that is used on or in conjunction with the Department's software, applications, computing equipment, network, servers, technology services, or technical devices. Standard technology resources are certified by IT as being consistent with the Department's technology architecture (i.e. laptops, computers, printers, scanners, DVR devices, CCTV devices, blackberry or other smartphone devices, software, maintenance renewals, etc.). (See IT Hardware, IT Software, and IT Services.)

Information Technology (IT) Services – As used in this procedure, this includes the following: resources to develop new software applications; resources for developing enhancements and maintenance to software applications; and installation, maintenance, and support provided for software and hardware.

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Information Technology (IT) Software – A computer program, which provides instructions enabling computer hardware to work. System software, such as Windows or MacOS, operate the machine itself, and applications software, such as Excel, Word, Adobe, Norton, Quicken, etc., provide specific functionality.

Information Technology Steering Committee (IT Steering Committee) – Provides recommendations on strategic direction and changes to policies for the Department’s use of information technology

Manager of the Bureau of Information Technology, Network and Computer Infrastructure Unit – Responsible for managing/supervising the network and computer infrastructure staff for new and existing information technology resources.

II. STANDARDS/PROCEDURES

A. Information Resource Request (IRR):

1. A fully approved IRR is required to purchase any type of IT equipment or resources regardless of dollar amount. IRRs for Provider information technology requests will be routed to the Bureau of Contracts Management for submission.
2. Prior to acquiring any type of IT equipment or resources, all offices, bureaus, program areas, circuits, etc. within the Department shall submit an Information Resource Request within the automated IRR system with all required fields completed including the Circuit Number; the Business Requirements, the Benefits Statement; the Itemized List, and attached Quote. The request shall be routed through the established functional area IRR approvers prior to submission to the IT Regional Leader.
3. At each process step in the system, if the IRR is found to be incomplete, requires corrections, requires further analysis, requires a feasibility study, or there are concerns, the IRR can be returned to the Preparer for changes. After changes and required actions are completed, the Preparer will route the IRR through the process.
4. The Bureau of Information Technology Regional Manager will review the IRRs for circuits within their region. If approved, the IT Regional Manager will submit the IRR, which will continue to follow the approval flow within the system. If the Regional Manager notes any incomplete data, corrections, or concerns the IRR will be returned to the Preparer for resolution before the IRR can be processed.
5. Prior to completing an IRR for the purchase of a smartphone, a tablet with a data plan, or a MiFi/Aircard, approval must be obtained. If the purchase is for DJJ Headquarters, approval must be from a Bureau Chief level or above. If the purchase is for a DJJ area outside of headquarters, approval must be from a Regional Director level or above. Documentation/justification must be included when submitting the IRR through the automated IRR system. The system will route all IRR’s for smartphones to the Smart Phone Reviewer.

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6. The system will route all IRRs for DVR/CCTV components to the DVR Reviewer.
7. The Supervisor of Network and Computer Infrastructure Unit will review the IRR against the Bureau of Information Technology standards (current and planned) and if the request is in compliance, approve the IRR and it will be forwarded it to the CIO.
8. The CIO shall review the IRR and note approval, disapproval, or the need for a feasibility study.
9. The CIO shall review the IRR to ensure the resources are reflected in the Department’s approved Information Technology Plans (or an approved supplement); and the resources are compatible, where applicable, with existing and planned information technology resources within the Department and appropriate for the application identified.
10. If the CIO disapproves the acquisition of the requested resources, he/she shall note the basis of the disapproval. Until the reason(s) for disapproval is/are resolved, the acquisition process will be suspended.
11. The DJJ Purchasing unit and DJJ Finance & Accounting unit will require an approved IRR for all purchases of IT related services, software, or equipment to be included with the purchasing/payment instrument/documentation. The Approved IRR can be generated from the IRR System’s Report menu.

III. RESPONSIBILITY AND DUTIES

A. Chief Information Officer (CIO) or Chief, Information Technology:

1. Reviews and approves the Information Resource Request (IRR) forms.
2. The CIO or his/her designee shall be the initial point of contact in order to review and approve uses for information technology resources.
3. Ensures a list of recommended computer and computer peripherals devices (i.e. printers, monitors, thumb drives, DVR devices, etc.) is published and routinely updated on the Department’s Intranet website.

B. Supervisor of Network and Computing Unit:

1. Serves as the primary reviewer to ensure information technology requests are in compliance with IT Standards.
2. Coordinates the development and implementation of the Department’s Information Technology Resources standards.

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3. Evaluates impact and feasibility of requests for new and new uses of information technology resources.
4. Coordinates system testing and implementation for information technology resources.

C. Information Security Manager (ISM):

1. Coordinates the development and administration of the Department's security program for acquired and managed information technology resources.
2. Develop and update security policies and procedures to ensure the security of the data and information technology resources.
3. Periodically conducts a risk analysis to determine the security threats to the data and information technology resources.
4. Provides periodic status reports to the CIO when appropriate.

D. Deputy Secretary and each Assistant Secretary:

1. Ensures all requests for IT resources are processed according to these procedures.

E. DJJ Bureau of Information Technology Staff:

1. Provides technical support in the review of IRRs.
2. As directed or assigned, reviews, coordinates, and/or participates in the analysis, design, installation, and operation of information technology resources in the Department.
3. Provides data for inclusion in periodic reports to the CIO, AST, and the IT Steering Committee when appropriate.