Information and Communications Technology Provisioning Policy

Purpose/objective

This Policy provides the framework that governs the provisioning of AAHE's enterprise information and communications technology (ICT). It is intended to ensure that ICT systems and resources are:

- established as enablers of AAHE's operations and student learning, ensuring that they are fit for purpose, available when needed, comply with privacy and confidentiality regulations, are extensible and can be readily adapted to the growing needs of AAHE

- adequately applied and supported so that they are physically, operationally and technically safeguarded

- appropriately managed without imposing unnecessary barriers on the conduct of AAHE's business or its ability to promote innovation, creativity and experimentation.

The Information and Communications Technology Security Procedure explains how this Policy is implemented.

This Policy and Procedure should be read in conjunction with the Acceptable Use of ICT Policy and the ICT Security Policy, as well as the Conflict of Interest and Critical Incident Policy.

Scope

This Policy and Procedure applies to:

- all AAHE staff and students, contractors, visitors and any other parties that have access to AAHE's information and communications technology systems, resources and networks

- ICT resources owned, leased or operated by AAHE or third parties on behalf of AAHE.

Definitions

Terms used in this document are defined in the AAHE Glossary.

Policy

1. Key principles

1.1   AAHE is committed to providing its students with the latest ICT systems and resources that support their learning and their engagement with fellow students, staff and with AAHE's administrative processes.

1.2   AAHE recognises the importance of information and digital literacy and will ensure that its ICT systems, resources and training prepare students and staff for the needs of contemporary society and the workplace.

1.3   AAHE will provide its students, staff and affiliates with ICT systems and resources that are fit for purpose, accessible, reliable and promote innovation and creativity.

1.4   ICT systems and resources will be aligned to AAHE's strategy, business plans and enabling plans such as the Resources and Infrastructure Plan.

1.5 All students shall be provided equitable access to ICT systems and resources in accordance with the AAHE's Equity and Diversity Policy and Procedure.

1.6 AAHE's ICT systems and resources must comply with the relevant standards in the Higher Education Standards Framework (Threshold Standards) 2021 and relevant legislation.

2. ICT Procurement

2.1 Decisions regarding the acquisition of ICT systems, resources and software licenses must be considered in the context of supporting and enabling the AAHE Strategic Plan and its accompanying plans.

2.2 AAHE maintains a consistent, manageable and state of the art digital experience by implementing a Managed Operating Environment (MOE). The MOE stipulates a standardised combination of hardware, software, network and security configuration that is maintained by the IT/LMS Officer.

2.3 All procurement of ICT hardware, software and networking infrastructure must be conducted by the IT/LMS Officer.

2.4 ICT systems and resources that are included in the MOE must comply with relevant information security, privacy and related regulations and legislation.

3. ICT Licensing and Cloud Services

3.1 ICT licencing arrangements and the use of cloud services will be strategically applied to increase flexibility, enable greater agility and support innovation in learning, teaching, scholarship and business operations.

3.2 Cloud services must:

- be fit for purpose
- responsive to the growing and evolving requirements of AAHE
- demonstrate a high level of customer service and satisfaction
- provide a service level agreement with acceptable terms and guaranteed performance metrics
- ensure adequate controls and management practices are in place to secure information and other AAHE assets, intellectual property and reputation
- comply with all privacy, confidentiality and related regulations and legislation
- represent value for money
- demonstrate an acceptable migration and exit strategy, in the case of discontinuing with the arrangement.

4. ICT Provision and Management

4.1 ICT systems and resources may only be used for the benefit of authorised users on legitimate AAHE business activities and operations.

4.2 Enterprise ICT systems and resources must comply with the AAHE MOE for them to be integrated into the AAHE ICT environment.

4.3 Notwithstanding section 4.2, innovation and experimentation will be encouraged and supported in a way that does not present risks to the enterprise MOE and business continuity.

4.4 Access to ICT systems and resources will be assigned on an as needed basis to staff, students and AAHE affiliates.

4.5 Rights to use AAHE ICT systems and resources are non-transferrable, unless authorised by the Chief Operating Officer.

4.6	Access to ICT systems and resources will cease at the end of a person's relationship with AAHE (eg upon graduation or cessation of employment).

4.7	AAHE's expectations for the appropriate use of ICT systems and resources are detailed in the Acceptable Use of ICT Policy and the ICT Security Policy.

Related documents and relevant legislation

ICT - Acceptable Use of Information and Communications Technology Policy
Business Continuity Management Policy
Cyber Incident Response Plan
Delegation of Authority Policy
Equity and Diversity Policy
AAHE Business Plan
AAHE Strategic Plan
Higher Education Standards Framework (Threshold Standards) 2021
Information and Communications Technology Security Policy
Privacy Policy
Quality Assurance Policy
Records Management Policy
Resources and Infrastructure Plan
Risk Management Policy, Risk Register, Risk Measurement
Teaching and Learning Plan

Document information

Document owner: Board of Directors

Version	Approved by	Approved on	Implementation date	Changes made
1	Board of Directors	16/9/21	1/10/23	

Information and Communications Technology Provisioning Procedure

1. ICT Procurement

1.1   Requests for all purchases of ICT systems and resources must be submitted to the IT/LMS Officer who will:

- consult with the initiator of the request to determine requirements

- assess the requirements and consider the most appropriate solution to achieve the desired outcome

- undertake a risk assessment to ensure that any new ICT resource can be integrated with the AAHE MOE and complies with relevant information security, privacy and related regulations and legislation

- source the best supplier and, where necessary, prepare a justification and quotation for approval by the COO

- arrange for the purchase

- ensure the resource has been configured and tested for its utility and compliance before release.

1.2   Requests for ICT systems or resources that are not part of the standard MOE must be justified, assessed and endorsed by the IT/LMS Officer in terms of technical viability and cost, and approved by the COO.

2. ICT Licensing and Cloud Services

2.1   The COO is responsible for approving ICT licensing arrangements and cloud services.

2.2   Approval by the COO will be subject to:

- a sound business case or need

- a thorough assessment of suitability in terms of privacy, security and risk management

- total cost of ownership and whether the costs are shifted from approved capital to recurrent budgets

- compliance with relevant legislation.

2.3   Any potential risks associated with ICT licensing and cloud services will be identified and managed through the Risk Register, and reported to the Audit, Risk and Finance Committee.

3. ICT Provision and Management

3.1   An annual ICT review will be undertaken by the IT/LMS Officer in consultation with AAHE staff and students and overseen by the COO.

3.2   The annual review will include:

- assessment of the efficacy of the existing ICT environment

- detailed performance and usage metrics for all enterprise systems and resources

- a list of all reportable incidents that would be considered significant in terms of the Acceptable Use of ICT Policy and the ICT Security Policy

- a scan of the external environment, including benchmarking where appropriate, to identify any new ICT developments and management practices that can be adopted to improve the AAHE digital experience

- identified ICT projects that can advance the aims and objectives articulated in the AAHE Strategic Plan and its accompanying plans.

3.3   An annual budget submission with a detailed business case for recurrent and new ICT resources and projects will be prepared by the IT/LMS Officer in accordance with the broader Resources and Infrastructure Plan.

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