OP 52.01: Information Technology (IT) Operations

DATE: February 4, 2015

PURPOSE: The purpose of this Operating Policy/Procedure (OP) is to establish policies regarding information technology operations and resources at Texas Tech University (TTU).

REVIEW: This OP will be reviewed in November of even-numbered years by the assistant vice president(s) for IT and the IT policy and planning officer who will recommend substantive revisions to the TTU chief information officer (CIO).

POLICY/PROCEDURE

1. All faculty/staff employees, students, and other authorized users are responsible for complying with this policy on information technology operations.

2. All TTU information technology infrastructures are managed by the TTU Office of the CIO. No other areas, departments, or individuals may duplicate, modify, build, add, or attach to the IT infrastructure without explicit approval from the CIO. (Examples of IT infrastructure include, but are not limited to, the following: logical and physical data and video networks over wired and wireless connections, video conferencing, e-mail, security, authentication, and data center operations.) The Telecommunications department will coordinate projects with Physical Plant in accordance with OP 61.12, Installation of Cabling in Buildings and Tunnels.

3. Per Texas statutes, TTU information resources\(^1\) are strategic assets of the state of Texas that must be managed as valuable state resources\(^2\). As such, use of TTU information resources is subject to university OPs and other applicable laws. Unauthorized use is prohibited, usage may be subject to security testing and monitoring, misuse is subject to criminal prosecution, and users have no expectation of privacy except as otherwise provided by applicable privacy laws.\(^3\)

4. All procurement of information resources, including, but not limited to, equipment, hardware, software, and professional services equaling or exceeding $10,000 is subject to review and approval by the CIO. Additional review may be conducted, as needed. To expedite the procurement process, departments should contact the TTU Office of the CIO early in the decision-making process, prior to submitting procurement documents.

5. All procurement of Internet/computing services and networking equipment/supplies is subject to review and approval by the CIO. To expedite the procurement process, departments should contact the TTU Office of the CIO early in the decision-making process, prior to submitting

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\(^1\) As defined by Texas Government Code §2054.003(7)
\(^2\) Mandated by Texas Administrative Code §202.70(1), Texas Government Code §2054.001(a)(1)
\(^3\) Mandated by Texas Administrative Code §202.75(9)
procurement documents. All procurement of telecommunications equipment and services will be in accordance with OP 52.03, Obtaining Telecommunications Services.

6. All eCommerce solutions are required to use institutional payment gateways and are subject to review and approval by the TTU CIO, per OP 62.06, Payment Card Processing by University Departments. Any exceptions must be approved by the TTU Office of the CIO.

7. All electronic and information resources must comply with the accessibility requirements outlined in OP 52.05, Electronic and Information Resources Accessibility. (Electronic and information resources include information technology and any equipment or interconnected systems or subsystem of equipment that are used in the creation, conversion, duplication, or delivery of data or information.\footnote{Defined by Texas Administrative Code §213.1(6)}

8. TTU departments, employees, and contractors must take reasonable and necessary steps to ensure privacy of student education records, personally identifiable information (PII), and other confidential or sensitive information at TTU. For information regarding information privacy and confidentiality, see OP 70.40, Information Privacy and Confidentiality Statements.

9. All use of information resources is subject to TTU IT security policies, as referenced in OP 52.04, Information Technology (IT) Security.

10. The CIO serves as the information resource manager (IRM) for Texas Tech University, as referenced in the Texas Administrative Code.

11. The CIO appoints the information security officer (ISO) for the university, as referenced in the Texas Administrative Code. The current ISO for TTU and the TTU System is the assistant vice president for IT, overseeing the IT security functions for the university, unless otherwise designated by the TTU CIO.

12. The CIO appoints the IT accessibility coordinator for the university, as referenced in the Texas Administrative Code. The current IT accessibility coordinator for the university is the managing director of TTU Technology Support, unless otherwise designated by the TTU CIO.

13. The CIO has final authority on all TTU IT-related issues, including exceptions to existing IT policies.