

CITY OF MARQUETTE, MICHIGAN

ADMINISTRATIVE POLICY

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POLICY: STANDARDS FOR INFORMATION TECHNOLOGY PURCHASES

Overview

As information technology advancements continue to improve manual processes, it is important to recognize the increasing demand for technology in the city and to facilitate project management across all departments. Information Services is committed to delivering project management oversight to assist departments with technology projects. All departments wanting to purchase software applications or to implement packaged systems must adhere to this technology projects policy.

Purpose

The goal of this policy is to maximize the city's information technology investments through sound project decisions, management commitment and oversight, and the establishment of defined processes that measure and evaluate progress. This project management oversight will help to promote successful implementations of projects while maintaining current hardware and software standards.

Scope

This policy applies to all current and future information technology projects where independent companies or contractors are awarded a contract based on a formal, written proposal, or are considered a "sole source" provider of the application or system. A computer application as used in this context is identified as a multi-user, server-based, database management system which targets a specific segment or department within the city. All IT projects are subject to this policy regardless of cost.

Information Technology Purchase Standards

All information technology purchases and projects must conform to the following criteria:

- Projects will be established cooperatively between the requesting department and Information Services.
- Projects must follow a system development methodology (SDM) with formal deliverables, milestones, schedules and begin/end dates.
- Projects must have a defined and approved capital project fund from which funds are encumbered and invoices are paid.
- Payments from the project fund will be made after sign-off of deliverables or after milestones are achieved, pending approval by project management staff.

Project Management Oversight

Information Services will provide project management support throughout the life of the project. The objective of this support is not to control the project; rather, IS staff will act as a technology resource to assist the department with a successful implementation. An Information Systems resource working with the department on the project will have:

- Knowledge of information technology standards
- Knowledge of a structured system development methodology
- Knowledge of City of Marquette hardware and software standards, the various systems currently in use and their interrelationships

Additionally, project management oversight will ensure the proposed project conforms to existing city standards and platforms not only for implementation, but also for continued support. To achieve that assurance, Information Services will be responsible for reviewing vendor deliverables against requirements and will identify deficiencies for correction before payment is authorized for the deliverable. Payment of invoices will be approved by the Information Services Director or his designee. In return, the user department is responsible for reviewing and approving project deliverables and accepting the system as implemented.

Compliance

Failure to comply with this policy may result in disciplinary action up to, and including, termination.

Exceptions

General multi-purpose, desktop programs, such as Microsoft Office, are not covered under this policy.

Specific information technology purchases and projects are exempt from this policy at the discretion of the Information Services Director, with approval from the City Manager.

Other Considerations

None.

Definitions

Information Technology Project - Like other projects, IT projects are temporary in nature, have a clear start and end date, a defined set of deliverables, and a limited budget. The goal of an IT project is to develop a unique IT product or service, which allows the organization to achieve a desired business goal.

Project Management Staff – Project management staff refers to the staff responsible for oversight of the information technology project and, within the context of this policy, is the Information Services Director or his designee.

System Development Methodology - The formal documentation of the various phases of system development or purchased system. Although the phases and milestones can vary, deliverables for a purchased system may typically consist of a project plan, requirements or functional specifications, request for proposal, proposal comparison, cost/benefit analysis, test plan, conversion plan, and acceptance/implementation plan.

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