

Digital Technologies Policy

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1. Purpose

This policy establishes a framework for the delivery of digital information services to the University to ensure alignment with University strategy and defined architecture to maximise the benefits to the University and its stakeholders.

2. Scope

This policy applies to all staff, students, contractors, controlled entities and associated third parties who have reason to procure or use, on behalf of the University, any digital information service.

3. Definitions

Digital Information Service	Any technology solution designed to achieve an educational, research or administrative outcome for the University: <ul style="list-style-type: none"> • includes relevant software, hardware, hosting and licensing components • includes desktop and enterprise software solutions.
Business Owner	Senior executive with primary accountability for the business processes delivered through the digital information service.

4. Policy statement

4.1. Governance for new services

Formal business case approval by the Digital Governance Committee (or delegated sub-committee) for the acquisition or development of a digital information service must be obtained if:

- a. Information & Digital Services (IDS) supplies any part of the funding, infrastructure or support for the new digital information service
- b. the service includes the storing of sensitive and/or personal data
- c. the service is used by multiple areas of the University, or
- d. the service will be available to more than 100 University users.

4.2. Asset management

In consultation with IDS, the business owner of a digital information service must approve any significant change to the service's usage, operation or expenditure across its lifecycle.

4.3. Service delivery architecture

In consultation with IDS, business owners of new or updated digital information services are accountable for ensuring that new or upgraded digital information services comply with the Digital Technology Architecture Framework to ensure consistent, reusable and secure deployment of services.

4.4. Ongoing support, continuity and maintenance

In consultation with IDS, business owners of new or updated digital information services are accountable for ensuring:

- a. adequate support and maintenance agreements are in place
- b. internal and external service level agreements provide acceptable service availability, and
- c. users have adequate technology training arrangements.

5. Authorities

Digital Governance Committee	<ol style="list-style-type: none">a. Approval of business cases and resource allocation for the delivery of digital information services.b. Establishment of, and sub-delegation of this authority to, sub-committees as it deems appropriate.
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6. Supporting documents

[Information Security Policy](#)

Approval Authority	Vice-President (Corporate Services)
Responsible Officer	Chief Information Officer
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* Unless otherwise indicated, this procedure will still apply beyond the review date.

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