



Case Study

Murdoch University

IT Policy, Process and Procedures



Murdoch
UNIVERSITY



L7 Solutions' development of IT Policy, Process and Procedures is designed for an organisation seeking to establish, implement and maintain IT support processes and procedures in line with IT and corporate policies. This offering provides the organisation with detailed IT operational support processes and procedures. It also provides a structure and governance framework for further enhancements and development.



About Murdoch University

Murdoch University is a public university based in Western Australia with more than 17,000 students and 1400 staff, including 2000 overseas students from about 90 countries. In operation for over 30 years, Murdoch is one of Australia's leading research institutions. Industries place their belief and resources into Murdoch projects to provide research candidates and scientists with the opportunity to make amazing discoveries.

Policy, standards and compliance are a unique challenge for most organisations. Murdoch University hosts a diverse range of information systems and information accessible for students and staff. As an academic organisation, Murdoch must balance the need to secure confidential information with the need to share information in a free learning environment.

The L7 Solution

Murdoch University engaged L7 Solutions to undertake a review of IT policies, standards, guidelines and codes to provide an independent view on the relevance of each document, and ultimately provide the University with a suite of concise, adaptable policies, standards and guidelines. A primary objective was to assess the relevance and scope of each IT related policy within the University, to determine the impact of any changes or improvements.

The L7 engagement was conducted over an 8 week period, and consisted of two distinct phases. The first phase involved a complete review of the existing IT policies, standards, guidelines and codes.

The criteria for policy classification was agreed with the University Chief Information Officer (CIO). Each document underwent subsequent evaluation, the contents of which were summarised into a review matrix.

The objective of this review was to create a high-level policy framework including a list of current policies to be retained, revised, removed or created. Timelines and outcomes for drafting each policy, standard and guideline were supplied to assist with planning and development.

In the second phase, L7 developed a comprehensive suite of policies, standards and guidelines for the University. Prior to the development of any new documents, research was performed to ensure that all relevant statements were identified.

The policies, standards and guidelines encompassed several key areas, including:

- Information Security
- IT Security
- Privacy
- Acceptable Use
- Infrastructure Standards
- IT Development
- IT Service Management
- Project Management
- Sustainability; and
- Uniform and Dress.

L7 also provided a terminology dictionary, including a complete listing of all terminology used within policies, definitions for each term and references for terms where applicable.

The Benefits

- Low operational impact
- IT Team awareness of current practices
- Increased sense of ownership and responsibility in maintenance of IT
- Clear expectations for performance of work
- Provides new staff and students with guidelines on use
- Alignment of practice with organisational policy
- Targeted recommendations on specific practices
- Centralised, structured repository of policies, standards and guidelines
- Iterative document development cycle
- Utilisation of service management principles

Murdoch University

"L7 allowed me to plan and execute a major review of our ICT policy, procedures and standards in a very time and cost effective way. I am very happy with the deliverables".

- Chris Foley, Director IT Services and CIO