IT Governance Policy

Organisation	National Film and Television School
Title	IT Governance Policy
Creator	Director of Operations
Approvals Required	1. Head of IT 2. Director of Operations 3. Management Team
Version	Version 1
Owner	Director of Operations
Subject	The formal approved IT Governance policy of NFTS
Rights	Public
Review date and responsibility	Annually by Head of IT/Director of Operations

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V0.2	Management feedback incorporated	May 2017
v1.0	Finalising policy following Management Team meeting	June 2017

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1. Introduction

The National Film and Television School (NFTS) recognises that information and the associated processes, systems and networks are valuable assets and that the management of these systems and services is of vital importance to the continued success of the School. Through its IT governance processes, individuals, teams and team management, the School will secure and ensure the best possible delivery of IT services and solutions. This document sets out the School's high-level approach to the governance and oversight of the key elements of IT operations: Project and Programme Governance and Management, Operational Processes and Delivery of Services.
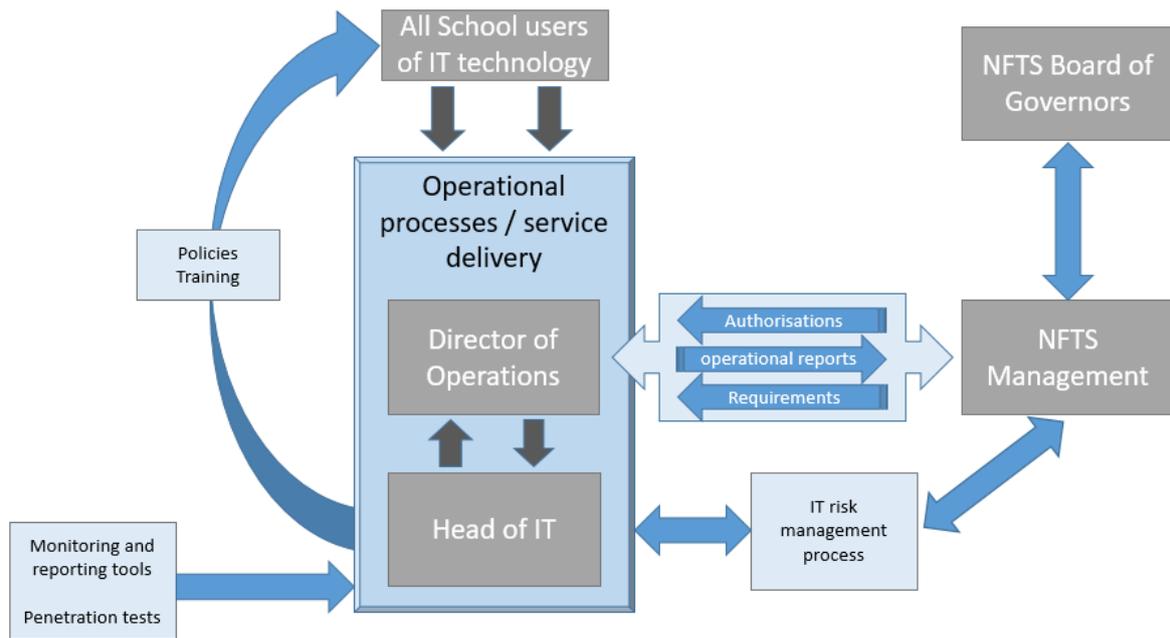
2. Definition

2.1 For the purposes of this document, IT Governance is defined as the long-term management of:

- IT operational processes: ensuring that IT operations are efficient, effective, valued and continuously improved;
- Technology investments: to ensure that investment decisions are taken in the overall context of available School funding, the relative priorities of all the calls on investment funding, and that those investments approved have the highest possible chance of success;
- Delivery: supporting the implementation of projects and new technologies to ensure the School gets the best possible value from them.

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3. IT Operational Processes

The School IT Team will continue to operate appropriate organisational processes to ensure that IT services are delivered efficiently, effectively and economically, in line with the published and agreed IT Strategy which includes a suite of policies, including one for risk management. Best practise frameworks will be adapted and adopted as appropriate to the scale and requirements of the organisation and will all be run in an environment of continuous improvement.

4. IT Programme and Investment

4.1 Inputs.

Requirements for new IT solutions and services come from a variety of sources; the IT team, understanding technical developments (particularly in the media production area), teaching and professional services colleagues, students, incidents with existing services, identified risks, etc, etc. The IT team will ensure they have appropriate channels to capture these requirements, to document them and collect them together and to feed them into with a sensible understanding of the potential benefits and likely costs.

4.2 Governance and decision making.

The core of the investment governance is the operational management team and the oversight of operational investments between the Head of IT and the Director of Operations. Regular meetings are already scheduled to consider investment proposals, to ensure that relative priorities are considered and that clear/explained decisions are made relating to

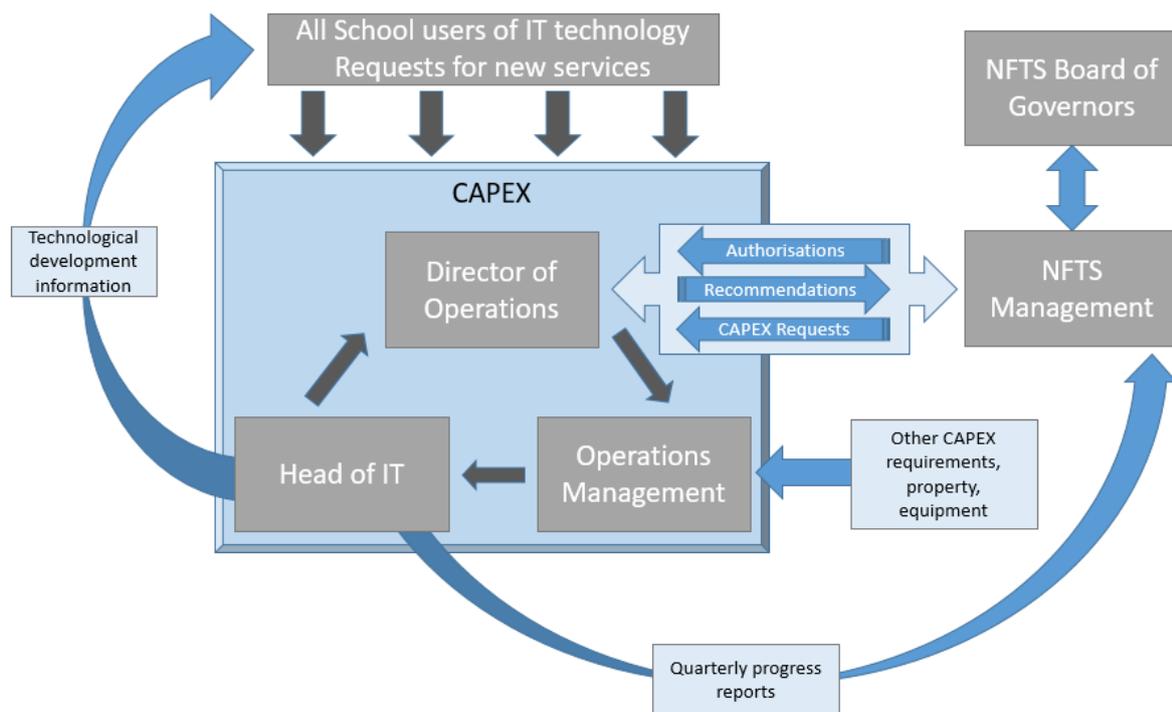| National Film and Television School	Version	1
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potential IT investments.

4.3 Reporting

The Regular Operational management team meetings are also the forum for regular reporting of IT operations issues and successes and project progress. As such, an issues can be addressed rapidly (directly in between meetings if necessary) and there is a frequent opportunity to discuss progress. The schedule of these meetings is available from the office of the Director of Operations.

4.4 Output

The IT team will report on the progress of initiatives and projects on a quarterly basis. As such, the School's management team will be kept up-to-date with the benefits delivered by changes and projects and on the successful continuing operation of the IT service. The IT team and Director of Operations will agree a simple set of measures by which to report on success.

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5. Project Delivery

5.1 The School IT team will ensure that all elements of successful project delivery and the service/solution lifecycle are incorporated into their approach to delivering new solutions:

Business (and business process) Analysis
Appropriate governance
Involving the end-users right through the project
Communication
Project delivery reporting and escalation of issues
Transition to live service
Ongoing service management and support
Decomissioning – ensuring old services are appropriately closed down.
Review of existing service portfolio to identify needs for future development.

6. Connected themes

6.1 The whole IT team are involved in these processes and this policy will therefore be shared with all of them and a part of the information given to new staff.

6.2 Regular meetings and communications – to establish a culture of continuous improvement, the IT team and relevant colleagues will meet regularly. Investment programme meetings are scheduled with the Director of Operations on a monthly basis and operational process meetings will be scheduled as necessary to ensure efficient operations.

6.3 Escalation channels – any issues with operational or project processes will first be escalated to the Head of IT and following that to the Director of Operations and management team as required. Regular Operations Management meetings are held and offer an existing forum for these escalations.

7. Other elements of the IT Service

The full range of requirements of running an efficient IT Service are covered within this policy document and the other IT related policies of the NFTS.

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