Information Technology *Person-to-Process* Procedures

Number: TEC-501

Policy Number (if applicable): 2.06

Office of Primary Responsibility: Office of Information Technology/CIO

Effective Date: November 6, 2017

Purpose:
The purpose of this procedure is to provide guidance regarding the IT Person to Process actions and tasks that are dependent on a single Hocking College employee when redesigning the process or task to minimize dependency and risk for the College. These guidelines also ensure that any process or task identified as specific staff dependent will be reviewed and a process/procedure developed to eliminate the dependency through a combination of cross training, communication and documentation.

It begins with the recognition of a specific staff dependency. It ends with the satisfactory implementation of the revised process or task and the communication of the documented process to all interested parties.

Definition:
1. "IT Person-to-Process" is the designation for individuals responsible for a College IT process or task. This individual could present a single point of failure to the College system.
2. "IT Person-to-Process Evaluation Team" consists of – at a minimum - representative OIT members from Technical Services and Applications Services and with appropriate members of the affected end-user community.

Procedures:

The procedure begins with a request for IT support, which can be found on the College intranet, received by the Office of Information Technology and recorded in the Information Technology Service Management system.

Evaluation procedure
1. Each request will be evaluated for task/process support elements by the assigned OIT staff member

2. A request identified as containing a task/process support element will, after request resolution, be forwarded to the Hocking CIO or appropriate OIT Director.
3. The CIO will present to Cabinet all requests for change. The Cabinet will review requested changes and assign priorities.
4. The CIO or OIT Director will complete an evaluation of the task/process to include:
   a. Identification of the overall procedure that contains the task/process.
   b. Identification of all staff trained and credentialed to perform the task/process.

Person to Process Procedure

1. A task/process referred by the evaluation procedure will be evaluated for priority by the Person to Process team. Priority will be assigned based on criteria such as:
   a. Task/Process need: The referred task/process will be evaluated for its continued value within the College operations. Task/processes identified as no longer required or providing value to the College will be eliminated in a controlled fashion.
   b. Impending staff changes: Any dependent task/process currently completed by a staff member with a communicated or identified date of separation from the position will be assigned the highest priority.
   c. Financial impact: Tasks/processes identified as having potential impact or risk to College finances.
   d. Security risk: Tasks/processes identified as posing a risk to life safety, College operations, fiscal property or information privacy.
2. Prioritized tasks/processes will be addressed by the Person to Process team in priority order
3. The Person to Process team will complete a Business Process Analysis that identifies the complete procedure that encompasses the referred task/process. The BPA will include:
   a. Identification of all departments and College units involved
   b. Documentation of process/work flow
   c. Recommendations for task/process changes, if any
   d. Recommendations for eliminating the specific staff dependency
4. BPA results will be submitted to the College leadership for review and approval.
5. Approved BPA recommendations will be implementation of the BPA recommendations will be completed by the Person to Process team and will include, as needed, training and documentation of the final procedure.