INFORMATION TECHNOLOGY

IT Support Services

Acquisition, Development, and Support of Instructional and Administrative Systems

This regulation supersedes Regulation 6710.1.

I. PURPOSE

To provide requirements and assign responsibilities for the acquisition, development, use and support of Fairfax County Public Schools (FCPS) instructional and administrative systems.

II. SUMMARY OF CHANGES SINCE LAST PUBLICATION

A. Title has been changed.

B. Section I. reflects the change from instructional and administrative software applications to administrative systems.

C. Section III.A. reflects the change from instructional and administrative software applications to administrative systems.

D. Section III.B. updates the definition of Enterprise system, Non-Enterprise system, Instructional system, Administrative system, and System sponsor, and adds the definition of Mission-Critical, and System.

E. Section IV. reflects updated responsibilities for departments, schools, and offices in the acquisition, development, implementation, and support of Enterprise and Non-Enterprise systems.

F. Section V.A.2. and V.A.3. reflect the change of the word applications to systems, and updates the link to the IT Project Management Site on the IT Service Catalog.

G. Section V.B. reflects the change of the word applications to systems, and updates the link to the request for technical assessment of a product through the IT Service Catalog.

H. Section V.C. updates requirements for schools and offices seeking to develop Non-Enterprise systems.

I. Section V.D. adds system security requirements and practices.
III. SCOPE

A. Applicability

This regulation applies to departments and schools that use, acquire, or develop instructional and administrative systems for use in the conduct of FCPS business. It does not apply to software applications developed by students as part of a course of instruction.

B. Definitions

1. *Enterprise system* is comprised of software, hardware, and/or services that support mission critical, division wide business processes, information flows, reporting, and data analytics.

2. *Non-enterprise system* is comprised of software, hardware, and/or services that support department or school-specific business processes, information flows, reporting, and data analytics.

3. *Instructional system* is comprised of software, hardware, and/or services used by students and teachers to perform instructional activities.

4. *Administrative system* is comprised of non-instructional software, hardware, and/or services used by office, departmental and school staff to perform administrative activities in support of school operations.

5. *Mission-critical* refers to a system whose failure interrupts or seriously impacts day to day business operations.

6. *Software application* is the set of programs, procedures, databases, and related documentation associated with a computer system that performs some function or task. Software applications covered by this regulation include client and client/server applications, mobile applications, web applications hosted by FCPS and paid or free externally hosted web applications or services such as Software as a Service (SaaS) or similar “cloud” services.

7. *Sponsoring organizations* are schools, departments, PTAs, corporations, and any other organization or agency that has the resources to purchase or develop an application.

8. *System* is an automated (computerized) process through which major business functions, data collection, or reporting activities are accomplished. A system typically has different administrators for different components. The system components include, but are not limited to, application, website, database, account management, operating system, server hardware, application support and network infrastructure.
9. **System sponsor** is the designated program manager or principal with decision authority over the use of a system.

## IV. RESPONSIBILITIES

A. Information Technology (IT) partners with other departments, schools, and offices in the acquisition, development, implementation, and support of enterprise systems. Implementation and support of non-enterprise applications are the responsibility of the department, school, or office that acquired or developed the applications.

B. Each system shall have a clearly defined sponsor and administrator.

1. A sponsor is responsible for ensuring that proper controls are in place to ensure the confidentiality, integrity, and availability of systems and information. A sponsor initiates the procurement process, designates system administrators, grants access rights, and ensures compliance with applicable laws, regulations, policies, and standards. In the case of a data breach or any incident that violates such laws, regulations, policies, and standards, a sponsor is responsible for the remediation and restoration of the operation and system security.

2. The responsible department or school shall be responsible for providing funding for servers/hardware, application support, and for annual license and/or maintenance fees.

3. System administrators are responsible for the day-to-day operation of the system and the proper implementation of the standards and procedures required by the system sponsor. System administrators are responsible for backup operations of their respective system components. Attachment A provides a sample of designation of roles and responsibilities.

## V. REQUIREMENTS

A. Sponsoring organizations seeking to acquire or develop enterprise software applications shall meet the following conditions:

1. Coordinate with IT Project Management Services by submitting a needs assessment via the IT Service Catalog at: [http://fcpsrequestit.fcps.edu:8091/kinetic/DisplayPage?srv=KS78653d89028fe96be246e161ed6c5e8ca5&bc=3](http://fcpsrequestit.fcps.edu:8091/kinetic/DisplayPage?srv=KS78653d89028fe96be246e161ed6c5e8ca5&bc=3) to seek approval for the related project initiative.

2. For instructional systems, approval must be received from the Instructional Services Department (IS) in accordance with the current version of Regulation 3008 and, if applicable, the Department of Special Services, Assistive Technology Services (DSS).

3. Coordinate with IT and the Department of Financial Services (FS), Office of Procurement Services, for review of terms of use, solicitation, or contract, with review by IT and IS for instructional systems, if applicable.
B. For the acquisition and use of Non-Enterprise systems, schools and/or offices shall meet the following conditions:

1. Submit a request for IT technical assessment via the IT Service Catalog at: http://fcpsrequestit.fcps.edu:8091/kinetic/DisplayPage?srv=KS001B78BA79B2OwA3TQTgRkIANnk6&bc=3. This link is available only through computers within the internal FCPS network (FCPSnet).

2. For instructional applications, approval must be received from IS in accordance with the current version of Regulation 3008 and, if applicable, Department of Special Services.

3. The results of the technical assessment will be returned to IS and/or Department of Special Services for discussion regarding potential implementation of the product.

C. For schools and offices seeking to develop non-enterprise systems:

1. IT will provide a limited development and production environment for hosting department and school web applications developed with FCPS standard tools.

2. For systems hosted in the IT administered environment, IT will provide network infrastructure support, server (hardware) support, and operating system-based backup and recovery. For systems utilizing an IT-administered database, IT will also provide database administration.

3. IT will provide limited training and consulting for these environments. IT will provide security consultation upon the request of the system sponsor. Security consultation can be requested through the IT Service Catalog at: http://fcpsrequestit.fcps.edu:8091/kinetic/DisplayPage?srv=KS48cb0ab1aeb5db7d6eb19eb4de4174bc&bc=3. This link is available only through computers within the internal FCPS network (FCPSnet).

4. Sponsoring organizations shall register all software applications planned for deployment on these environments via the IT Service Catalog at http://fcpsrequestit.fcps.edu:8091/kinetic/DisplayPage?srv=KS151f6964ded8b69bc1a57ad392767fd2f3&bc=7. This link is available only through computers within the internal FCPS network (FCPSnet). IT will inform owners of registered applications of changes to these environments. Additionally, any student or employee data storage requires approval from IT, EISA Student Systems or the Department of Human Resources data sponsor.

5. To transition a software application from a development environment to a production environment, the following conditions shall be met:
   a. Acceptance and performance testing are completed successfully.
   b. Roles and Responsibilities as defined in Appendix A are established.
c. Documentation of the requirements, installation and operation instructions, test results, support processes, and training are completed.

d. System sponsor verifies completion of steps, a., b., and c., and approves the transition to production.

e. Procedures established to move all associated programs and data are followed.

f. A developer seeks approval from IT using a form in the IT Service Catalog at http://fcpsrequestit.fcps.edu:8091/kinetic/DisplayPage?srv=KS244be03e598e89369b8c3776d673ebafdd&bc=7. This link is available only through computers within the internal FCPS network (FCPSnet).

NOTE: Application development should not be performed on the production environment.

6. Optionally, to transition support for a department or school application from the originating department or school to IT, the following conditions shall be met:

a. Procedures established by IT Project Management Services are followed.

b. Acceptance and performance testing are completed successfully according to a test plan.

c. Documentation is provided on the requirements, software components, database design, interface design (data exchange), installation and operation instructions, testing, backup, and licensing.

d. IT resources are available to support the software application.

D. All systems should meet the security requirements outlined in the FCPS Security Profile (This link is available only through computers within the internal FCPS network FCPSnet), and follow the security practices established by FCPS Information Security Policy (Regulation 6225).

E. Leadership Team, based on advice from the IT Chief Information Officer, reserves the right to deny the acquisition, development, or deployment of any software application.

See also the current versions of: Regulation 3008, Program and Supplemental Instructional Electronic Media Identification, Evaluation, and Approval Regulation 5012, Purchasing Goods and Services Using Appropriated and Non-appropriated Funds Regulation 5021, Computer Hardware Standardization and Acquisition Regulation 6225, FCPS Information Security Policy

Attachment

FAIRFAX COUNTY PUBLIC SCHOOLS
Roles and Responsibilities Designation For Enterprise and Non-Enterprise Systems

(Example of Planning Tool for System Owner)

Sponsor of the System: ______________________

(Organizational Title)

Each system should have clearly defined sponsor and administrator

A sponsor is responsible for ensuring that proper controls are in place to ensure the confidentiality, integrity, and availability of systems and information. A sponsor initiates the procurement process, designates system administrators, application support, grants access rights, and ensures compliance with applicable laws, regulations, policies, and standards. In the case of a data breach or any incident that violates such laws, regulations, policies, and standards, a sponsor is responsible for the remediation and restoration of the operation and system security.

Administrator of the System:

<table>
<thead>
<tr>
<th>System Components</th>
<th>FCPS Dept/Office/Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td></td>
</tr>
<tr>
<td>Web Site (If applicable)</td>
<td></td>
</tr>
<tr>
<td>Database (If applicable)</td>
<td></td>
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<tr>
<td>Account Management</td>
<td></td>
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<tr>
<td>Operating System</td>
<td></td>
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<tr>
<td>Server Hardware</td>
<td></td>
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<tr>
<td>Network Infrastructure</td>
<td>Example: IT/ ITO/ NSS</td>
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<tr>
<td>End User Training and Application Support</td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
</tr>
</tbody>
</table>

System administrators are responsible for the day-to-day operation of the system and the proper implementation of the standards and procedures required by the system sponsor. System administrators are responsible for backup operations of their respective system components.