


SUBJECT REQUESTING INFORMATION TECHNOLOGY SERVICES	POLICY NUMBER 8.04	
POLICY MAINTENANCE ADMINISTRATOR: Chief Information Officer		
PURPOSE/SCOPE: To define department policy for requesting information technology services.		

I. AUTHORITY

Chapter 119, Florida Statutes, Public Records.

Section 281.301, Florida Statutes, Security and firesafety systems; records and meetings exempt from public access or disclosure.

Section 282.318, Florida Statutes, Security of data and information technology.

Chapter 815, Florida Statutes, Computer-Related Crimes.

Chapter 60L-36, Florida Administrative Code, Conduct of Employees.

Chapter 60GG-2, Florida Administrative Code, Information Technology Security.

Governor’s Executive Order 19-11 on Ethics, Open Government and Preventing Sexual Harassment, effective January 8, 2019

II. RELATED POLICIES

MP 3.06, Disciplinary Process

MP 3.08, Ethics and Personal Responsibility

MP 3.12, Department Fraud

MP 8.01, Information Technology Security

MP 8.03, Acceptable Use of Information Technology Resources

MP 9.03, Providing Records to the Public

MP 10.11, Communication Equipment and Service Acquisition and Use

Information Security Policy Manual

Executive Director	Effective Date 04/01/1984
Page 1 of 3	Revision Date 03/03/2021

STATE OF FLORIDA
Department of Highway Safety and Motor Vehicles

SUBJECT REQUESTING INFORMATION TECHNOLOGY SERVICES	POLICY 8.04	PAGE 2 of 3
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III. DEFINITIONS

- A. CIO – Chief Information Officer. The Director of Information Systems Administration (ISA) serves as the department’s CIO.
- B. Governance – Provides an integrated approach to the review, approval and prioritization of projects using an enterprise philosophy and ensuring compliance with the department’s Strategic Plan.
- C. Information Technology (IT) – Use of technology for the storage, communication or processing of information. The technology typically includes computers, telecommunications, applications and other software. The information may include business data, voice, images, video, etc. Information Technology is often used to support business processes through IT services.
- D. ISA – Information Systems Administration
- E. Services – Means of delivering value to customers by facilitating outcomes customers want to achieve.

IV. POLICY

Information technology services are provided to assist members to efficiently and effectively accomplish the department’s mission and goals. The department will utilize IT best practices, which include an Information Security Program and a department-wide governance review process for new initiatives.

The Information System Administration will develop and maintain a procedure for requesting new or modifying information technology services. All proposed purchases of information technology hardware, software, services, and related IT components must be presented with proper justification to, and approved in writing by, the department’s CIO or designee prior to purchase.

V. ROLES AND RESPONSIBILITIES

- A. The Information Systems Administration will maintain a procedure for requesting information technology services and act as the coordinator for the department’s governance process, which is headed by the department’s Executive Director.

STATE OF FLORIDA
Department of Highway Safety and Motor Vehicles

SUBJECT REQUESTING INFORMATION TECHNOLOGY SERVICES	POLICY 8.04	PAGE 3 of 3
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- B. The Enterprise Security Management Office is responsible for administration of the department's Information Security Program. Requests for new software and network changes will be reviewed for compliance with the information security plan.

VI. PROCEDURES

For additional procedures regarding information technology and security, please see Procedures for Requesting Information Technology Services and the Information Security Policy Manual.