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| <br>Georgia Technology Authority | <b>Georgia Technology Authority</b>  |  |
| <b>Title:</b>   | Management of IT Operations  |  |
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| <b>POC for Changes:</b>   | Enterprise Technology Planning Office  |  |
| <b>Synopsis:</b>  | ITIL shall be basis for IT infrastructure management, and for IT service delivery and support. |  |

## PURPOSE

Improvement of Information Technology infrastructure service delivery and support practices can be positively impacted by guiding the evolution of agency processes through enterprise policies and standards aligning with IT industry best practices. Information Technology Infrastructure Library (ITIL) developed by U.K.'s Office of Government Services provides a world wide industry standard for infrastructure management and service support.

## SCOPE and AUTHORITY

See Information Technology Policies, Standards and Guidelines (policy)

## POLICY

State of Georgia's information technology infrastructure service delivery and support processes and procedures shall be aligned to the ITIL best practices methodologies.

The Georgia Technology Authority shall implement this policy by issuing appropriate standards to specify the minimum requirements for agency processes and procedures.

## REFERENCE

*"Information Technology Infrastructure Library, version 3"*, Office of Government Commerce, London, UK, [www.best-management-practices.com/itil](http://www.best-management-practices.com/itil)