IT Infrastructure Policy Bundle

Jancc Associates, Inc.

2024-03

License Conditions

Published by: **Janco Associates Inc.**
Park City, UT 84060

Email – support@e-janco.com

ISBN13 (978-1881218-48-7)

Printed in the United States of America

Table of Contents

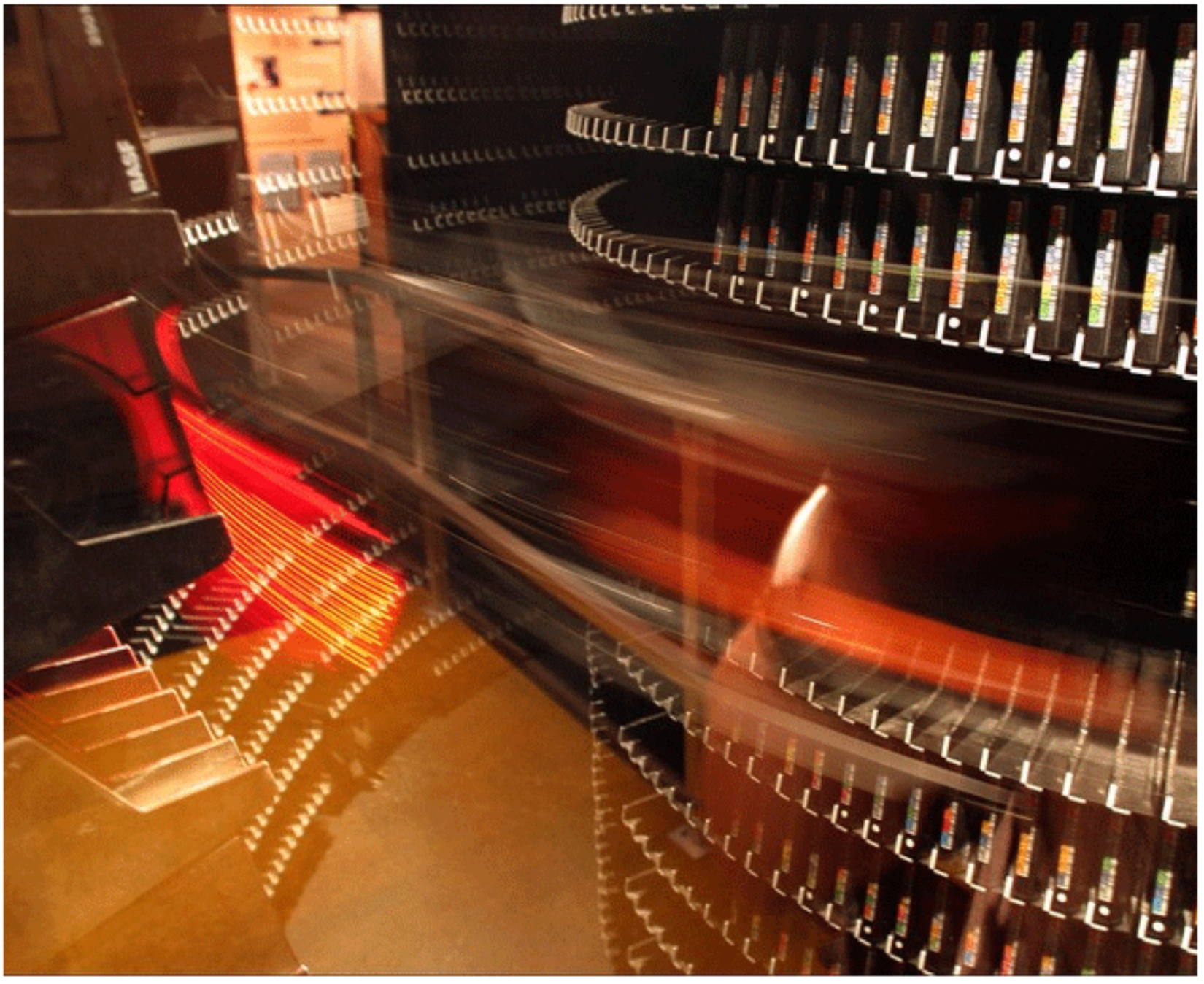
This document contains the following policies:

Legend – Highlighted in Yellow updated in 2024

All the job description and electronic forms were reviewed and updated in January 2024

You will receive notifications when the updates are available. If you have not purchased the update service, you will only be able to download these updates for 30 days after the original purchase. To get the update service go to:

- 12 months - https://e-janco.com/session/cart_x.aspx?p=SUB-090-12
- 24 months - https://e-janco.com/session/cart_x.aspx?p=SUB-094-24
- Individual Policies - https://e-janco.com/updateserviceindivdualpolicies.htm



Backup and Backup Retention Policy

Jancoo Associates, Inc.

2024

Table of Contents

Blog Personal Website Policy

2023 Edition

Jamco Associates, Inc.

Table of Contents

BYOD Policy Template

Janco Associates, Inc.

2024

Table of Contents

Google Glass Policy Template

Jancoo Associates, Inc.

2023 Edition

Table of Contents

Incident Communication Plan Policy

Janco Associates, Inc.

2023 Edition

Table of Contents

Internet, Email, Social Networking, Mobile Device, and Electronic Comunication Policy

Janco Associates, Inc.

2024

TABLE OF CONTENTS

Mobile Device Access & Use Policy

Janco Associates, Inc.

2024

Table of Contents

Outsourcing & Cloud Based File Sharing Policy

Janco Associates, Inc.

2024 Edition

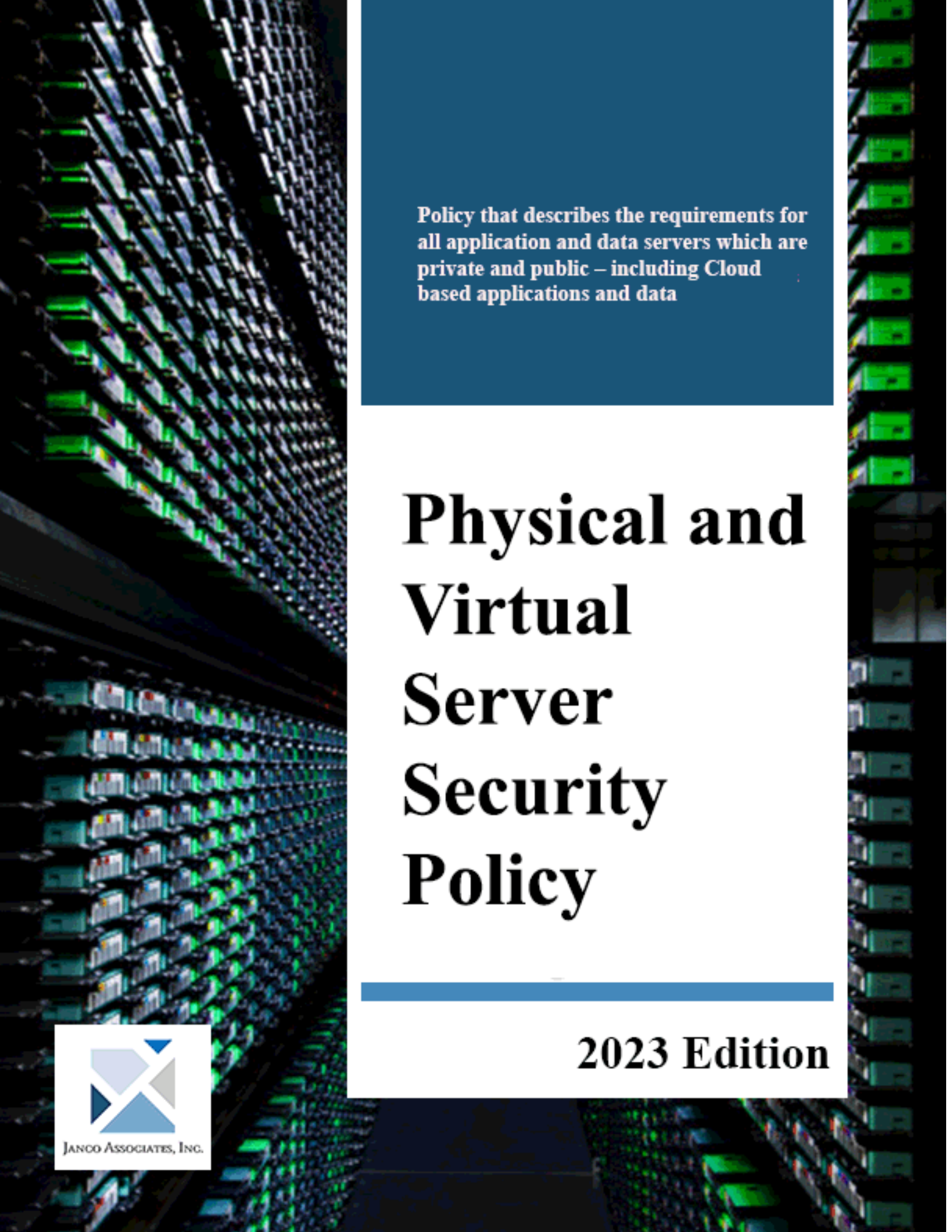
Table of Contents

Patch Management Version Control Policy

2023 Edition

Janco Associates, Inc.

Table of Contents



Policy that describes the requirements for all application and data servers which are private and public – including Cloud based applications and data

Physical and Virtual Server Security Policy

2023 Edition

Jancoo Associates, Inc.

Table of Contents

Privacy Compliance Policy

Jango Associates

2024

Table of Contents

Record Management, Retention, and Disposition Policy

Janco Associates, Inc.

2024

Table of Contents

Safety Program

Janco Associates, Inc.

2024

Table of Contents

Policy
Sensitive Information

Jancd Associates, Inc.

2024

Table of Contents

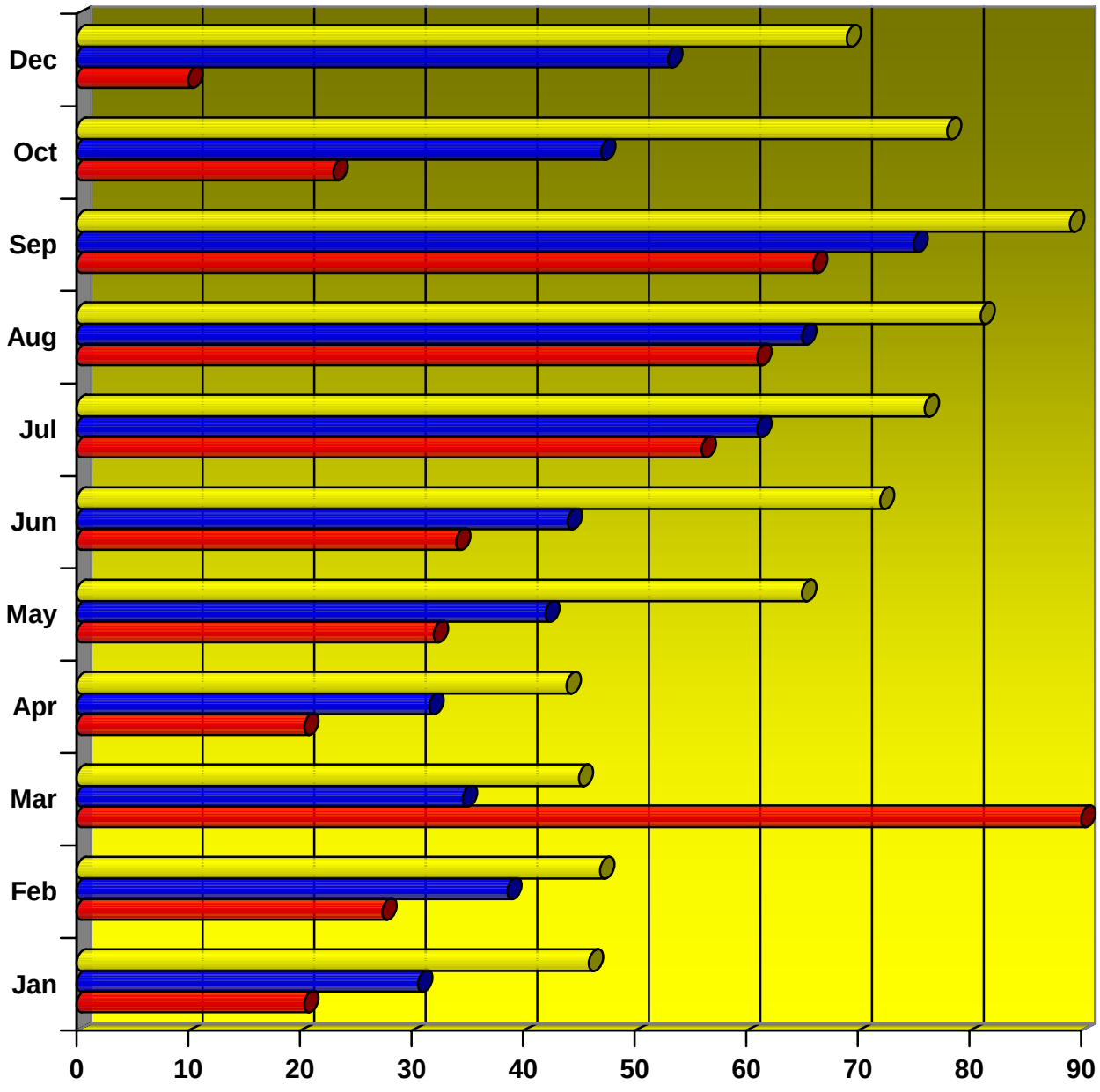
Service Level Agreement Policy Template & Sample KPI Metrics

Janco Associates, Inc.

2023 Edition

Table of Contents

Service Level Agreement and Policy Template with Sample Metrics



Sample SLA Metrics

Service Levels
System Management
Weekly Call Volumes
Response Times
Desktop - Mean Time To Repair
Problem Analysis
Ticket Volumes by Group
Tickets by Severity
Infrastructure
Infra Notes
Infra Comm 1
Infra Comm 2
Internet Usage
Abend Analysis
Tracking Abends
Abend Impact
Applications
Application Development
System Monitoring Center
1st SMC Group
2nd SMC Group
3 rd SMC Group
4th SMC Group
5th SMC Tape Rpt Aging
Dataset Aging Example Metrics
SMC SRT (Cars,IW, M&D, DATool)
SMC SRT (All Summary)
SMC SRT (MAPS, OfficeV)
SMC SA (CARS,MAPS, IW, M&D)

Social Networking Policy

Managing and Controlling Employee Social Networks

Janco Associates, Inc.

2024

Table of Contents

Technology Acquisition Policy

2023

Jamco Associates, Inc.

Technology Acquisition Policy

Table of Contents

Vendor Partner Checklist

Electronic Form that is provided to vendors and partners as part of the Disaster Recovery and Business Continuity Planning process

DRP and Business Continuity Strategy

1.	In the event of a disaster or significant disruption, does your organization have documented plans for business continuity and IT disaster recovery?	○ Yes ○ No
2.	What type of failure scenarios or outages do you plan for?	
3.	What duration of time is assumed for each type of failure scenario or outage you plan for?	
4.	Does the plan establish critical business functions with recovery priorities?	○ Yes ○ No
5.	If you answered "Yes" to Question (4), what is the expected recovery time for your critical business functions?	○ 0 to 4 hours ○ 4 tp 8 hours ○ 8 to 24 hours ○ 1 to 2 days ○ More than 2 days
6.	Does the plan account for interdependencies both internal and external to your organization?	○ Yes ○ No
7.	Does the plan cover some, most, or all locations from which you provide your services?	○ Some ○ Most ○ All ○ NA
8.	What percentage of "business as usual" servicing capability is the plan designed to address?	○ 1%-10% ○ 11%-25% ○ 26%-50% ○ 51%-75% ○ 76%-99% ○ 100%
9.	Do you have a dedicated team of professionals focused on business continuity and/or IT disaster recovery?	○ Yes ○ No
10.	If you answered "No" to Question (9), do you use an external BCP/DR service provider to handle your planning needs?	○ Yes ○ No
11.	Is your main IT facility or data center located in the same building or office complex occupied by your main business or operations staff?	○ Yes ○ No
12.	Please provide an illustration or schematic of how your organization's primary, secondary, and/or tertiary servicing centers are set up to provide redundant services to ENTERPRISE.	○ Yes ○ No

Text Messaging Sensistive and Confidential Information Policy

Jango Associates, Inc.

2024

Table of Contents

Travel, Laptop, PDA, and Off-Site Meeting Policy

2024

Jancoo Associates, Inc.

Table of Contents

Wearable Device Policy

2024

Janco Associates, Inc.

Table of Contents

Work From Home & Telecommuting Policy

2024

Table of Contents

Job Descriptions

Janco Associates, Inc.

Table of Contents

Thirty eight (38) job descriptions included in this document

Chief AI Officer (CAIO)

Position Purpose

The Chief AI Officer (CAIO) is a C-suite executive responsible for overseeing a company's overall strategy, acquisition, implementation, and monitoring of AI and Machine Learning (ML) technology. This role requires a deep understanding of the business, technical expertise, and regulatory awareness. The CAIO must be capable of communicating AI-related information effectively across the organization. However, the role is not solely technical; it demands diverse skills, including AI ethics, understanding, and implementation awareness.

are now using data to determine new as well as how to be more efficient, more to break down barriers that remain s.

operational manager. As the role is ption of AI and machine learning across the the responsibilities are set by the organization's board of directors or other authority, depending on the organization's legal structure. The CAIO is responsible for AI across the entire enterprise and its operations.

Problems and Challenges

The major challenge for this individual is defining the AI solutions and data architecture of the enterprise while balancing data assets and computing services with financial and marketing needs. This is accomplished with the use of AI technology that supports both enterprise growth and productivity. Seamless integration of AI from the customer, through product and service design, financial statements, and management reporting is a primary concern.

For the CAIO, the application of AI is the focal point. As such, it is extremely important to the enterprise's current and future business operations. The Chief AI Officer (CAIO) ensures the continued success of these areas while simultaneously minimizing costs and maximizing equipment and employee performance.

CAIO is a C-suite executive responsible for overseeing a company's overall strategy, acquisition, implementation, and monitoring of AI technology. This role requires a deep understanding of the business, technical expertise, and regulatory awareness. The CAIO must be capable of communicating AI-related information effectively across the organization. However, the role is not solely technical; it demands diverse skills, including AI ethics, understanding, and implementation awareness.

Challenges include:

- Earning company-wide commitment - Getting everyone on board with the AI and machine learning vision is a major endeavor task with internal politics and an ever-changing digital landscape.
- Developing an AI strategy mission statement – CAIO is responsible for end-to-end strategy, design, and implementation of the company's AI roadmap.
- Creating the bridge between AI and ML solutions and business operations - the CAIO focus is the relationship between AI/ML and productivity.
- Maintaining links with experts.