

IT Management Tool Kit



Janco Associates, Inc.

2025

IT Governance Infrastructure

Infrastructure,
Strategy, and Charter
Template

2024





JANCO ASSOCIATES, INC.

IT Governance

Infrastructure, Strategy, and Charter Template

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IT Infrastructure Policy Bundle



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This document contains the following policies:

- ⊕ Backup and Backup Retention Policy (revised 02/2024)
- ⊕ Blog and Personal Web Site Policy (revised 04/2024)
- ⊕ BYOD Access and Use Policy (revised 03/2024)
- ⊕ Google Glass Policy (revised 06/2024)
- ⊕ Incident Communication Policy (revised 06/2024)
- ⊕ Internet, Email, Social Networking, Mobile Device, and Electronic Communication Policy (revised 02/2024)
- ⊕ Mobile Device Access and Use Policy (revised 04/2024)
- ⊕ Outsourcing and Cloud-Based File Sharing Policy (revised 02/2024)
- ⊕ Patch Management Version Control (revised 04/2024)
- ⊕ Physical and Virtual Server Security (revised 03/2024)
- ⊕ Privacy Compliance Policy (revised 03/2024)
- ⊕ Record Classification, Management, Retention, and Disposition Policy (revised 03/2024)
- ⊕ Safety Program (revised 01/2024)
- ⊕ Sensitive Information Policy (revised 03/2024)
- ⊕ Service Level Agreement Policy including sample metrics (revised 05/2024)
- ⊕ Social Networking Policy (revised 03/2024)
- ⊕ Technology Acquisition Policy (revised 06/2024)
- ⊕ Text Messaging Sensitive and Confidential Information (revised 03/2024)
- ⊕ Travel, Laptop, PDA and Off-Site Meeting Policy (revised 04/2024)
- ⊕ Wearable Devices (revised 03/2024)
- ⊕ Work From Home (WFH) & Telecommuting Policy (revised 03/2024)

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Backup and Backup Retention Policy



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BYOD Policy Template



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Google Glass Policy Template



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2024 Edition



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Patch Management Version Control Policy



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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

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Physical and Virtual File Server Security Policy

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Privacy Compliance Policy



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Record Management, Retention, and Disposition Policy



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Record Classification, Management, Retention, and Disposition Policy

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Safety Program



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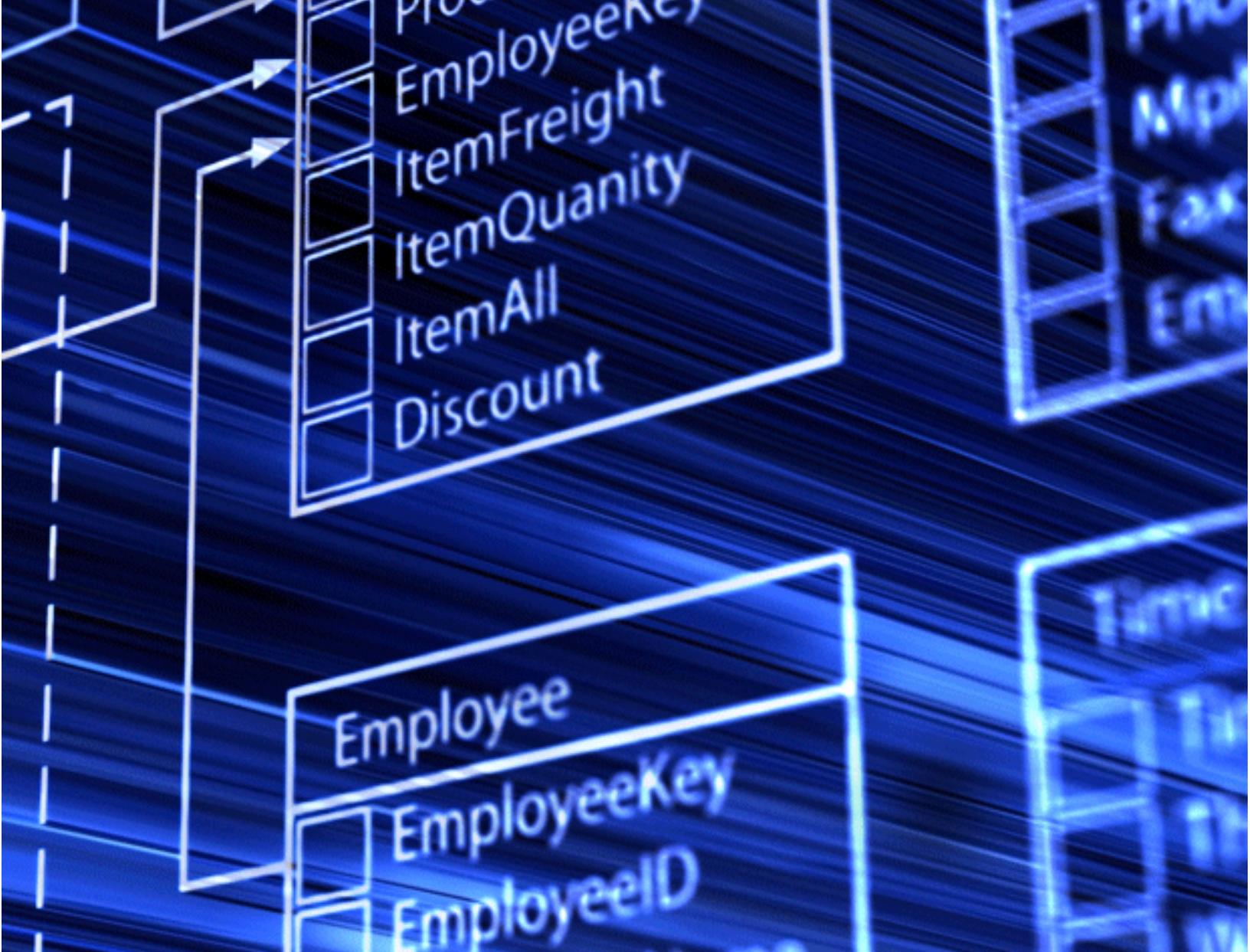
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Policy Sensitive Information



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Service Level Agreement Policy Template & Sample KPI Metrics



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Sample SLA Metrics

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[Weekly Call Volumes](#)

[Response Times](#)

[Desktop - Mean Time To Repair](#)

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[Ticket Volumes by Group](#)

[Tickets by Severity](#)

Infrastructure

[Infra Notes](#)

[Infra Comm 1](#)

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[Internet Usage](#)

Abend Analysis

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[Application Development](#)

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[2nd SMC Group](#)

[3 rd SMC Group](#)

[4th SMC Group](#)

[5th SMC Tape Rpt Aging](#)

[Dataset Aging Example Metrics](#)

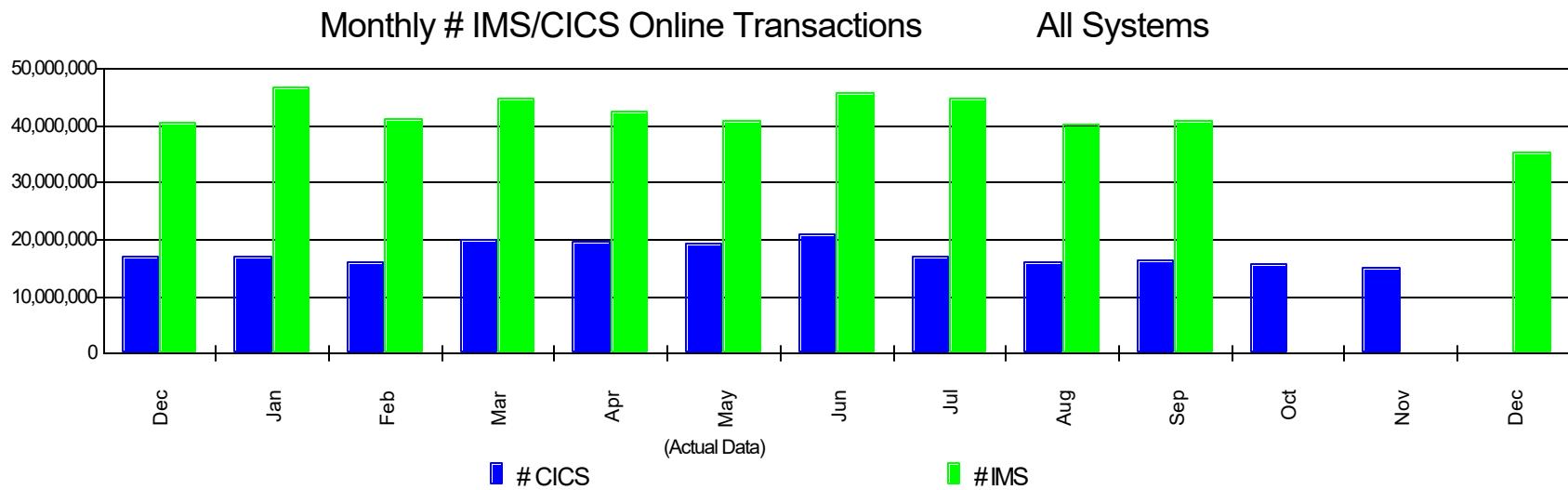
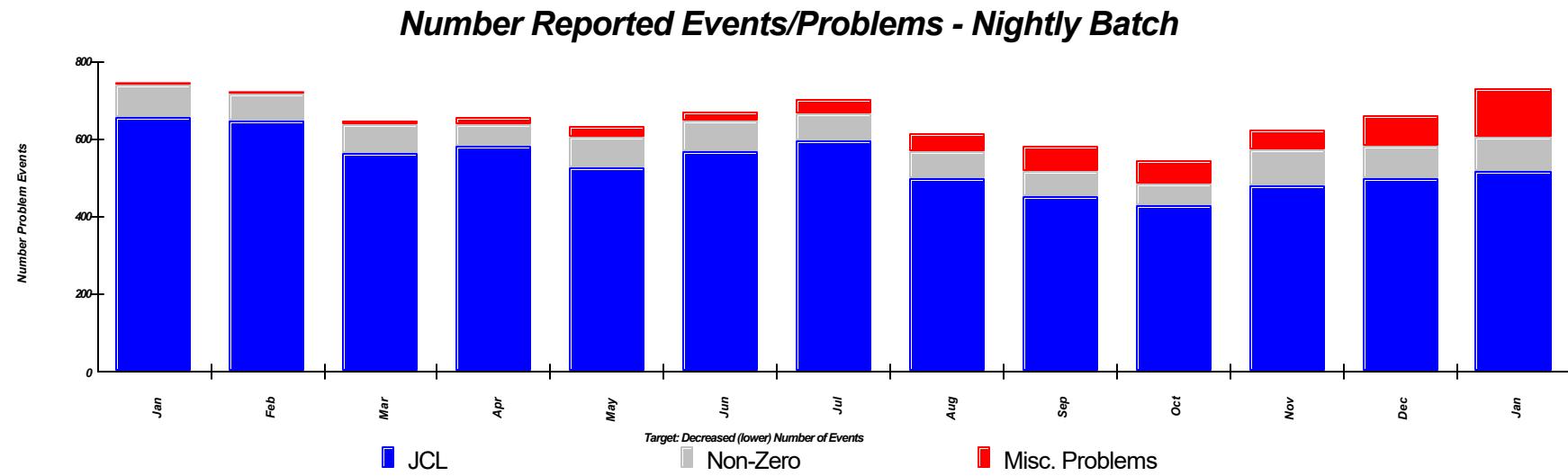
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System Management





Social Networking Policy

Managing and Controlling Employee Social Networks



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Technology Acquisition Policy



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Technology Acquisition Policy

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

Vendor Partner Checklist



Text Messaging Sensitive and Confidential Information Policy



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

2024



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Travel Policy

Travel, Laptop, PDA, Electronic and Off-Site Meetings

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Wearable Device Policy



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Infrastructure Forms



2025



Infrastructure Electronic Forms

Forms contained include

- Application & File Server Inventory
- Background Check Authorization
- Blog Policy Compliance Agreement
- BYOD Access and Use Agreement
- Change and Patch Management Control Log - (EXCEL)
- Company Asset Employee Control Log
- Email – Employee Acknowledgement
- Employee Termination Checklist
- Enterprise Owned Equipment Inventory
- FIPS 199 Assessment
- Google Glass Access and Use Agreement
- Incident Communication Contacts
- Internet Access Request
- Internet & Electronic Communication Employee Acknowledgement
- Internet Access Request
- Internet Use Approval
- Interview Questionnaire
- Job Evaluation Questionnaire
- Mobile Device Access and Agreement
- Mobile Device Security and Compliance Checklist
- New Employee Security Acknowledgement and Release
- New Employee On-boarding
- Non-Disclosure Agreement
- Outsourcing and Cloud Security Compliance Agreement
- Outsourcing Security Compliance Agreement
- Pandemic Planning Checklist
- Privacy Compliance Policy Acceptance Agreement
- Security Access Application
- Security Audit Report
- Security Violation
- Sensitive Information Policy Compliance
- Social Network Compliance Agreement
- Telecommuting IT Checklist
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- Threat and Vulnerability Assessment
- Wearable Device Access and Use Form
- Work From Home Contact Information
- Work From Home IT Checklist
- Work From Home Work Agreement
- Disaster Recovery – Business Continuity Forms
- Retention Schedule Forms
- Safety Records Forms
- SecurityForms
- Succession Planning



PANDEMIC PLANNING CHECKLIST

Electronic form that is filled out as part of the Disaster Recovery and Business Continuity Planning process.

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Pandemic Planning Checklist

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Disaster Recovery Business Continuity Electronic Forms

2025



Disaster Recovery Electronic Forms

Forms contained include:

- Contact Numbers
- LAN Node Inventory
- Off-Site Inventory
- Personnel Location
- Plan Distribution
- Remote Location Contact Information
- Server Registration
- Site Evaluation Checklist
- Team Call List
- Vendor List
- Wi-Fi Inventory
- Work From Home Contact Information
- Pandemic Planning Checklist
- Vendor / Partner Questionnaire



Vendor Partner Checklist

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



Electronic Forms for Record Management, Retention, and Disposition



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Records Retention and Disposition Forms

Forms contained include:

- Administrative Records
- Computer and Information Security Records
- Computer Operations and Technical Support
- Data Administration
- Facility Records
- Financial Records
- General Systems and Application Development
- Mobile Device Access and Use Agreement
- Network and Communication Services
- Personnel Records
- Safety Records
- Sales Records
- User and Office Automation Support
- Work From Home IT Checklist

Safety Program

Forms



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Safety Program Electronic Forms

Forms contained include:

- ▶ Area Safety Inspection
- ▶ Employee Job Hazard Analysis
- ▶ First Report of Injury
- ▶ Inspection Checklist – Alternative Locations
- ▶ Inspection Checklist - Computer Server Data Center
- ▶ Inspection Checklist – Office Locations
- ▶ Inspection Checklist – Work From Home Location
- ▶ New Employee Safety Checklist
- ▶ Safety Program Contact List
- ▶ Training Record
- ▶ OSHA Electronic Forms (Excel and PDF) – must file electronically.
 - OSHA 300
 - OSHA 300A
 - OSHA 301
 - or
 - OSHA-RK-Forms-Package

The electronic forms can be utilized as word documents (.docx) and PDF (.pdf) and filled in.

The PDF files for the forms can be filled in using Adobe Acrobat Reader - a free program. Note that you will need to make a unique copy of the form that will be filled in. Then once it is saved you can view it directly on any mobile device or it can be printed.

The easiest way to transport the PDF file is via a cloud file sharing tool.

Security Electronic Forms

2025



Security Electronic Forms

Forms contained include:

- Application & File Server Inventory
- Blog Policy Compliance Agreement
- BYOD Access and Use Agreement
- Company Asset Employee Control Log
- Email – Employee Acknowledgement
- Employee Termination Checklist
- Internet Access Request
- Internet & Electronic Communication Employee Acknowledgement
- Internet Access Request
- Internet Use Approval
- Mobile Device Access and Agreement
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- Risk Assessment Matrix
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- Social Network Compliance Agreement
- Telecommuting Work Agreement
- Text Messaging Sensitive Information Agreement
- Threat and Vulnerability Assessment
- Work From Home Work Agreement



Succession Planning Worksheets



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SUCCESSION PLANNING TOOL KIT FORMS

The pdf forms that follow are designed for the succession planning process. They are

- Business and Operational Challenges
- Critical Job Position (One for each job a succession plan is created)
- Critical Success Factor (One for each job a succession plan is created)
- Potential Employee for succession (One for each employee who is eligible to meet the succession plan's criteria)

Security Manual Template



2024



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How to Guide Cloud Processing & Outsourcing



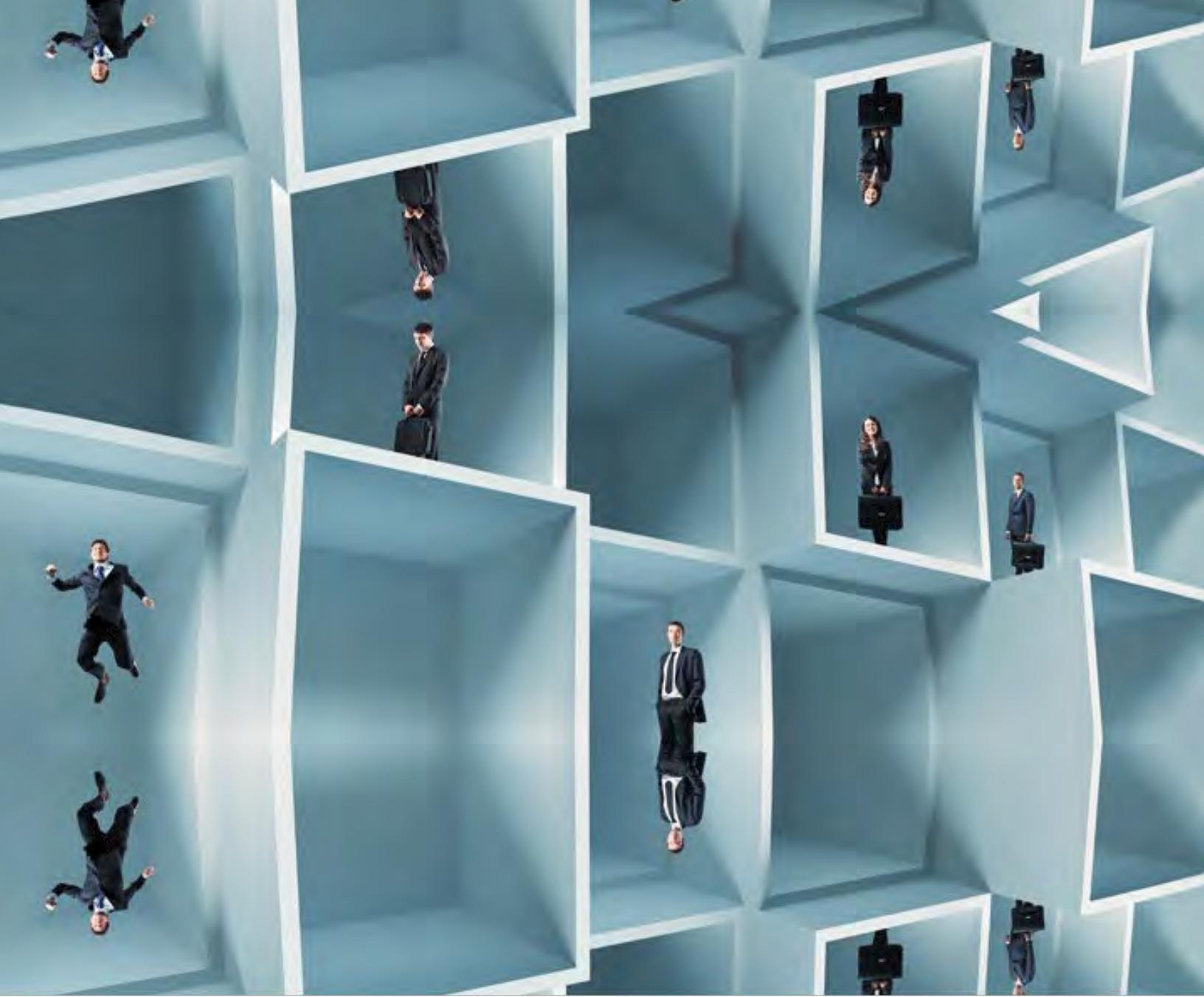
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IT Job Family Classification & Pay Grade System



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SUCCESSION PLANNING WORKSHEET FORMS

An example of the job descriptions for part of the Professional Family is included. The positions covered are for System Analysts. The included descriptions are:

Business and Operational Challenges

Critical Job Position (One for each job a succession plan is created)

Critical Success Factor (One for each job a succession plan is created)

Potential Employee for succession (One for each employee who is eligible to meet the succession plan's criteria)



VERSION HISTORY

2024

- Add Succession Planning Process
- Add Succession Planning Worksheet Forms (PDF)
- Added Artificial Intelligence and updated job descriptions to reflect AI's impact
- Updated all graphics
- Updated all included forms
- Updated salary data and graphics included in the core document

2023

- Added Job descriptions for System Analyst I, II, III, IV, and V
- Updated all included job descriptions
- Updated all graphics
- Updated all included forms
- Updated salary data and graphics included in the core document

2022

- Added System Analyst titles to Professional Job Family
- Added five (5) job descriptions for the full generic System Analyst Job Class
- Added section for setting compensation ranges for IT Professionals

2021

- Updated to meet current new technologies
- Updated to meet mandated requirements
- Added section for setting compensation ranges for IT Professionals

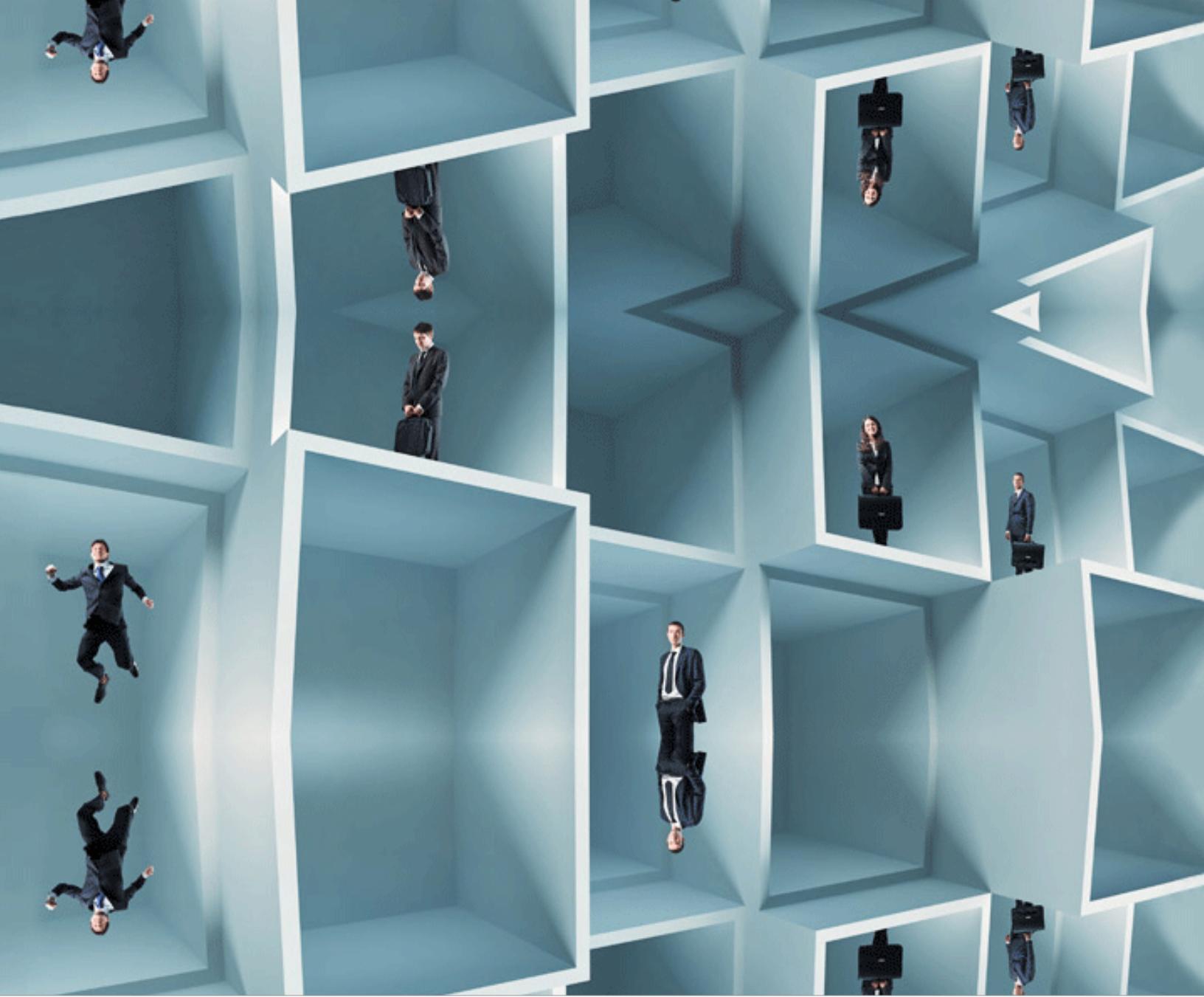


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System Analyst Job Class
Job Descriptions HandiGuide®
Bundle

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- System Analyst I
- System Analyst II
- System Analyst III
- System Analyst IV
- System Analyst V



Succession Planning Worksheets



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SUCCESSION PLANNING TOOL KIT FORMS

The pdf forms that follow are designed for the succession planning process. They are

- Business and Operational Challenges
- Critical Job Position (One for each job a succession plan is created)
- Critical Success Factor (One for each job a succession plan is created)
- Potential Employee for succession (One for each employee who is eligible to be meet the succession plan's criteria)

Internet and Information Technology Positions Descriptions

HandiGuide®



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Interview & Hiring Guide



JANCO ASSOCIATES, INC.

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Threat and Vulnerability Assessment Tool

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