

Definition of Information Technology

(Version 1.3, revised October 25, 2017)

Purpose

The purpose of this definition is to ensure a consistent approach in determining what is or is not considered information technology (IT) at UW-Madison. A clear definition ensures the scope of IT personnel, services, and expenditures are measurable in a consistent manner, and can more accurately inform strategic planning and decision-making for IT, both at the division level and campus-wide.

Definition

UW-Madison IT is defined as computing equipment, facilities, resources, and services that process, analyze, manage, exchange, and store data; and the personnel directly involved, in either line-of-work or leadership capacities, in the planning, development, delivery, support, and maintenance of computing equipment, facilities, resources, and services.

Background

In January 2017, the IT Titling and Compensation Gap Analysis project produced a draft definition of IT as part of its final report. In the Fall of 2017, a subteam of the Divisional Technology Advisory Group (DTAG) met to incorporate feedback from DTAG on the draft definition and review it through the lenses of several related projects (Titling and Compensation, IT Spend, IT Policy, IT Services Inventory, and IT Project Intake). The subteam recommends that the definition be held by the Office of the CIO at UW-Madison, with periodic reviews by IT governance.

The "includes" and "excludes" provide working examples for how to apply the definition. They are not exhaustive, and gray areas are not represented. Ultimately, it will be up to individual initiatives to define their own inclusions and exclusions.

Information Technology includes:

- all on-premises and off-premises ("cloud") hardware and software.
- all services provided by vendors and contractors which support on-premises and off-premises hardware and software.
- all computer peripherals which will not operate unless connected to a computer and/or network.
- all personnel for whom planning, developing, delivering, supporting, and maintaining computing equipment, facilities, resources, and services represents a significant portion of their assigned duties, or whose immediate duties include leading or managing such work.
- computing equipment, facilities, resources, services, and personnel directly supporting UW-Madison's mission and activities.
- professional and consultative services such as training on IT systems, help desk, business continuity/disaster recovery, enterprise architecture, and IT service management and operations.
- professional and consultative services, e.g., project management and business analysis services, substantially involved in the planning, development, delivery, support, and maintenance of computing equipment, facilities, resources, and services.

- user productivity services that enable community members to perform their day-to-day work: network access, user file storage, computer labs, desktop virtualization, endpoint backup solutions, support, printing, and software distribution.
- IT spending, such as:
 - a. any purchases made by an IT unit
 - b. salary, fringe benefits, supplies/expenses for employees in IT units
 - c. any purchase made using UW Account Codes 2330, 2335, 2460, 2600, 2610, 3150, 3151, 3194, 3791, 4620, 4625, 4630, 4635
 - d. salary, fringe benefits, supplies/expenses for employees in IT-specific job titles who are not employed in IT units

Information Technology excludes:

- use of computing equipment, facilities, resources, and services without significant responsibility for planning, developing, delivering, supporting, or maintaining them. Examples:
 - a. data entry
 - b. graphic design
 - c. duplication services
 - d. production of multimedia content
 - e. creation of web content
 - f. using advanced features of spreadsheets or word processing software
 - g. use of advanced or administrative functions of an application to transfer or provision access to data
- analog telephony.
- copiers and fax machines that are standalone equipment and not connected to the network.
- licenses or subscriptions to electronic information provided to users in lieu of books or magazines.
- IT spending, such as:
 - a. any purchase made using UW account codes other than 2201, 2210, 2230, 2240, 2260, 2270, 2271, 2330, 2335, 2460, 2600, 2610, 2620, 2621, 3150, 3151, 3194, 3791, 4620, 4625, 4630, 4635
 - b. salary, fringe benefits, supplies/expenses for employees not in any IT-specific job titles and who are not employed in an IT unit

Sources

Definition of IT | North Dakota State Government. (n.d.). Retrieved October 18, 2016
<https://www.nd.gov/itd/about-us/definition-information-technology>

Definition of IT | North Dakota University System. (n.d.). Retrieved October 18, 2016
<https://cts.ndus.edu/policies/definition-of-information-technology-it/>

Job Family Definition Guide | University of Minnesota. February 2, 2015. Retrieved October 18, 2016.
https://humanresources.umn.edu/sites/humanresources.umn.edu/files/sup072-05_job_family_definition_guide.pdf

The Higher Education IT Service Catalog: A Working Model for Comparison and Collaboration. | ECAR Working Group Paper. April 10, 2015. Retrieved October 25, 2016.
<https://library.educause.edu/resources/2015/4/the-higher-education-it-service-catalog-a-working-model-for-comparison-and-collaboration>

ITIL Foundations: What Is a Service? | Yale Information Technology Service. (n.d.). Retrieved December 13, 2016, from <http://its.yale.edu/news/itil-foundations-what-service>

IT Job Family description from *Sub-family Descriptions v14 revised 8.25.17*:

[Section 16.97, Wisconsin Statutes, Information Technology.](#)

[UW-Madison IT Glossary: https://kb.wisc.edu/itpolicy/glossary#Glossary](https://kb.wisc.edu/itpolicy/glossary#Glossary)

[UW Madison Responsible Use of Information Technology Policy](#)

ITIL Glossary and Abbreviations, AXELOS Limited, 2011: 51. For more information about ITIL, visit the AXELOS website.

[IT Project Intake Process Guidelines](#)

Draft 7-14-2017, Regent Policy Document Review: RPD 25-3, "Policy on Use of Information Technology Resources"