

**DIVISION OF BUSINESS AND FINANCIAL AFFAIRS**  
Information Technology Services**Process Number:** BP-00-001.03**Effective Date:** 10 August 2010**Approved By:** James August  
AVP for Information Technology Services**Page 1 of 3**

---

**Business Practice on Business Practices**

---

***PURPOSE:***

Describes the purpose and process for ITS Business Practices.

***BACKGROUND:***

Formally, there are no policies at CSU Channel Islands other than those approved by the President's Council and published as part of the Channel Islands Administrative Manual at <http://policy.csuci.edu/>. ITS as a group does not have the authority to create a *Policy* outside the formal campus process. However, there is a need for day-to-day guidance on many issues that may never be formalized as campus policy. In addition, policies can and should gloss over important implementation details that need to be documented. ITS Business Practices have been created to address these needs.

***BUSINESS PRACTICE: Accountability:***

The AVP for Information Technology Services is accountable for oversight of the ITS Business Practice Process.

***Applicability:***

All ITS employees.

***Definitions:***

Throughout the Business Practice Manual -

- (1) "Shall" and "must" are used in the imperative sense,
- (2) "May" is used in the permissive sense, and
- (3) The use of the masculine gender includes the feminine, and vice versa

Throughout the Business Practice Manual, unless otherwise defined by an individual Business Practice -

- (1) "ITS" means Information Technology Services.
- (2) "CMS" means Common Management System.
- (3) "IDS" means Intrusion Detection System.
- (4) "CISO" means Chief Information Security Officer.

**DIVISION OF BUSINESS AND FINANCIAL AFFAIRS**

## Information Technology Services

- (5) "VISC" means Virtual Information Security Center.
- (6) "WCMS" means Web Content Management System

---

**Process Number:** BP-00-001.03**Effective Date:** 10 August 2010**Approved By:** James August**Page 2 of 3**AVP for Information Technology Services

---

**Business Practice on Business Practices****Text: *General***

An ITS Business Practice is a policy-like document that describes how ITS solves certain issues or assigns resources. An ITS Business Practice may be "promoted" to the policy if there is a legal or procedural need to do so, by following the standard campus approval process. ITS Business Practices may also supplement Policies, since a Policy really ought to be a "why" document, while a Business Practice is a "how" document. For consistency and simplicity, ITS Business Practices will be formatted using the same template as campus policies, but clearly labeled as business practices to avoid confusion. All ITS Business Practices will be reviewed by ITS Leadership, approved by the AVP for Information Technology Services, and posted on the ITS Business Practice Website <https://www.csuci.edu/its/policy/>

ITS Business Practices are organized by extending the numbering scheme for CSU Channel Islands Policies:

- 00 –ITS General (extension of Policy numbering scheme)
- 01 - Information Management
- 02 - Technology Infrastructure
- 03 - Technology Use
- 04 – Information Security, Risk, Policy and Compliance

***Deviation authority process***

The AVP for Information Technology Services may grant deviations from ITS Business Practices when legitimate business or academic needs require such deviations. Each person requesting a deviation from a ITS Business Practice should submit deviation requests in writing to the AVP for Information Technology Services. Each deviation authorization will be transmitted in writing or by e-mail from the AVP for Information Technology Services to the person requesting the deviation and will specifically cite the Business Practices from which deviations are authorized.

**DIVISION OF BUSINESS AND FINANCIAL AFFAIRS**

## Information Technology Services

**Process Number:** BP-00-001.03**Effective Date:** 10 August 2010**Approved By:** James August  
AVP for Information Technology Services**Page 3 of 3****Business Practice on Business Practices*****Assessment Requirements***

Assessment requirements and history are listed in the grid below.

Description	Frequency	Role Assigned
Annual review of business practice	Bi-Annual, July	AVP for ITS

***Revision History***

<b>BP Nbr:</b>	BP-00-001	<b>Enacted Date:</b>	08/03/2010		
<b>Revision Nbr:</b>	001	<b>Revision Date:</b>	08/10/2010	<b>Revised By:</b>	NFisch
	002		11/13/2012		NFisch
	003		02/02/2017		NFisch
	004		04/09/2025		CMiranda