Information Technology Project Management Policy

This policy communicates the agency-wide approach for information technology (IT) project management practices within the Office of Consumer Credit Commissioner (OCCC).

BACKGROUND

The Texas Legislature, the Governor, and oversight agencies, including the Department of Information Resources, Legislative Budget Board, and the State Auditor's Office have endorsed the use of a structured project management methodology as a key tool for improving Texas IT project performance. This policy is provided, in part, as a measure to protect the Office of Consumer Credit Commissioner's IT investments in meeting the needs of OCCC stakeholders and consumers.

The Texas Project Delivery Framework provides guidance to agency heads by presenting fundamental information about major Information Resources projects and certain major contracts to help them assess the agency's ability to manage state investments. The Texas Project Delivery Framework also assists agency heads with deciding whether the project or contract is ready to proceed to the next review gate. Additionally, the Texas Project Delivery Framework should function in concert with existing project management practices established at the agency level.

The Texas Project Delivery Framework provides a toolset for practitioners directly involved with delivery of the project or contract. The toolset includes templates, questionnaires, checklists, and guidelines that are consistent with other statewide efforts that overlap with the Texas Project Delivery Framework, such as the Comptroller of Public Accounts Contract Management Guide and Quality Assurance Team processes.

REFERENCES

- Texas Government Code, Chapter 2054, Subchapter G, Project Management Practices
  http://www.statutes.legis.state.tx.us/SOTWDocs/GV/htm/GV.2054.htm
- Texas Government Code, Chapter 2054, Subchapter J, Texas Project Delivery Framework
  http://www.statutes.legis.state.tx.us/SOTWDocs/GV/htm/GV.2054.htm
- Comptroller of Public Accounts Contract Management Guide
  http://www.window.state.tx.us/procurement/pub/contractguide
- Contract Management Manual http://occc.texas.gov/publications

POLICY

The agency's purchaser is responsible for ensuring that purchases comply with state laws and are performed in the most efficient and effective manner. The purchaser is also responsible for maximizing usage of Historically Underutilized Businesses (HUBs) in purchasing whenever possible.

RESPONSIBILITIES

The OCCC Commissioner or designee:

- Enforces this policy.
- Ensures provisions of Texas Government Code, Chapter 2054, Subchapters G and J, are fulfilled.
- Reviews and approves required project and contract deliverables and project review gate documents.
- Holds managers accountable for compliance. Each Information Resource Manager (IRM) (or Chief Information Officer in the case of Enterprise IT Projects):
- Designates individuals to execute policy for IT projects.
- Enforces management and supervisory responsibilities for IT projects and information technology contracts under this policy.
- Ensures that IT projects use project management practices suitable, and scaled, to enable a successful outcome.
- Reviews related projects for common business elements to identify projects that should be grouped together as a single larger project or program.
- Ensures that any individual or company entering into a contract with the OCCC to deliver IT project services will comply with appropriate policies, related standards, processes, and deliverables, or provides written proof of acceptable methods and documentation.
- Holds managers accountable for compliance.

Management Level:

- Establishes, monitors, and remediates performance measures that relate to this policy for the project team.
- Promotes the use of this policy and the related standard and processes to the project team, including contractors who are also required to comply.
- The Information Technology Project Manager:
  - Manages assigned IT projects and information technology contracts in accordance with applicable policies and standards.
  - Ensures that IT contracts are procured and managed in accordance with the OCCC Purchasing Plan and Contract Management Manual.
  - When required, follow the framework developed by the Department of Information Resources that provides guidance and tools for development of deliverables, and the review, assessment, and approval of outcomes.
  - When required, ensure necessary reports are prepared, reviewed and submitted to the Texas Department of Information Resources (DIR) Quality Assurance Team (QAT) in a timely manner and that all inquiries made by the QAT are responded to satisfactorily and on time.