



Information Technology Services (ITS) Documentation Governance and Development Procedure

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FOIA Exempt?	No

Process Owner:

- Enterprise Cybersecurity - IT Risk & Compliance

PURPOSE:

Brief Description of the Procedure:

This document outlines roles and processes, and instructions for creating, reviewing, and updating Information Technology Services (ITS) policies, processes, procedures, standards, guides, and templates.

SCOPE:

This procedure applies whenever an ITS-owned or co-owned document needs to be created, reviewed, or revised.

COMPLIANCE AND STANDARDS:

- IT Security Standard

DEFINITIONS AND ACRONYMS:

Terminology or Acronym	Definition
Document Control Number (DCN)	This is a unique identifier assigned by an Information Technology Risk and Compliance (ITRC) staff to an ITS document.
Guide	A guide provides detailed, flexible instructions that can be adjusted to different situations, so it is not enforceable.
Level	<ul style="list-style-type: none"> • Level 1: These are university-level but ITS owned or co-owned policies. They are to be reviewed every 3 years at a minimum. • Level 2: These are university-facing standards, procedures, and process documents that are written by ITS staff or co-written by other department/units within the university. They affect the 'what' and 'how' compliance requirements are to be met. These documents are to be reviewed every 2 years at a minimum. • Level 3: These are internal-facing departmental documents that require collaboration among multiple ITS teams. These typically consist of standards, processes, and procedures outlining 'what'

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	<p>and 'how' teams adopt and implement controls, though they may include policies. Level 3 documents must be reviewed annually.</p> <ul style="list-style-type: none"> Level 4: These are ITS internal team standards, procedures, and process documents. They apply mostly to one team. All 'guides' also belong to this level. These documents will be reviewed on an 'as-needed' basis.
Policy	A policy is a formal, high-level, and set of mandatory statements used to reflect business or information security program objectives and govern enterprise behavior. Policies are enforceable.
Procedure	A procedure is a set of detailed instructions (often step-by-step) for completing a process or sub-process within a process. Procedures are enforceable.
Process	A process outlines the high-level steps that must be taken to carry out the policy or meet the requirements of the associated standard(s).
Process Owner	A process owner is a person (for example: ITS employee, Mason personnel, vendor, etc.) who is responsible for a particular process.
Standard	A standard dictates the required parameters, baselines, and constraints. Standards are enforceable.

PROCEDURE:

Creating a New Document

1. The ITS employee downloads a template from the ITS internal document repository.
2. The ITS employee uses the template to draft an ITS document.
3. The ITS employee shares/sends the draft version for review.
4. The ITS employee receives and incorporates the reviewer's feedback.
5. The ITS employee sends the document to ITRC.

Reviewing and Revising an Existing ITS Document

The review of an existing ITS document could result in three outcomes: no changes, minor changes, and significant changes. The next paragraphs describe what the last two change types are.

Significant revisions to an existing ITS document include the following:

- Re-writing paragraph(s)
- Re-writing the entirety of the document
- Adding new paragraphs
- Adding new sections
- Deleting/Adding fields on the templates

Minor revisions to an existing ITS document are limited to the following:

- Additional or updated references to relevant law, regulation, or policy
- Additional or updated references to relevant ITS documentation
- Spelling or grammar errors
- Revisions to the document name or DCN
- Position/Title changes of personnel
- Change in departmental, group, or team name due to reorganization
- Change in ownership
- Formatting changes
- Errata

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1. ITRC notifies the process owner(s) of an upcoming review of an ITS document and shares the latest version for review with track changes turned on.
2. The process owner(s) or designee reviews their ITS document for the following:
 - accuracy to ensure actual representation of the current process;
 - function and accuracy of hyperlinks and other web-based content; and
 - (3) relevancy of any referenced internal and external ITS document (e.g., policy, process, procedure, standard, guideline, and form template) to the ITS document being reviewed.
3. During the review, the process owner(s) or their designee makes the necessary revisions and notifies ITRC of its completion.

Final Step

1. ITRC assigns a DCN to a newly created ITS document and updates the DCN Workbook.
2. ITRC makes a copy of the reviewed document and renames it by adding the suffix “final” and level designation to the filename.
3. ITRC reviews and updates the document’s version number, Last Update, FOIA exemption, and the Revision History table.
4. ITRC:
 - Works with the University Policy Manager to get Level 1 document reviewed, approved, and published.
 - For Level 2 documents, ITRC obtains approval from ITS and other university departmental senior management, posts Level 2 document on the ITS internal document repository or ITS webpage, and sends a posting notification via email to process owner(s) or designee and the ITS senior staff.
 - For Level 3, ITRC obtains approval from ITS senior management, posts documents on the ITS internal document repository, and sends posting notification via email to process owners and/or ITS senior management. Errata updates for Level 3 and Level 4 documents do not require formal approval because these changes are minor corrections that do not alter the document’s intent, requirements, technical content, or affect compliance or operational processes.
5. Departments and teams are responsible for updating and tracking their Level 4 documents on as-needed basis.
6. ITRC updates the DCN Tracking Workbooks.

INPUTS AND OUTPUTS:

Inputs:

- ITS Templates

Outputs:

- Email
- Updated DCN Tracking Workbook
- “Approved” document


REVIEW SCHEDULE:

Annually

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APPROVAL:

Title, Department Name	Name	Signature and Date
Director, Enterprise Cybersecurity, IT Risk & Compliance	Noor Aarohi	DocuSigned by:  12/8/2025 <small>D37A04E44AA04AD..</small>

REVISION HISTORY:

Date	Version Number	Department or Author	Brief Description of Changes
12/6/2018	1.0	IT Process & Planning / Cindy Kim	Initial release.
8/27/2019	2.0	IT Process & Planning / Cindy Kim	Annual review with significant revisions – added new sections to address version number and approvers/signatories by document type, included additional scenarios of significant vs minor revisions, and introduced guidelines as other type of document where this procedure is applicable.
12/1/2023	3.0	IT Risk & Compliance / Cindy Kim and Noor Aarohi	Annual review with significant revisions – updated procedure information and definitions, deleted and consolidated sections with significant rewrites, ‘levels’ introduced and will be socialized with stakeholders within and outside of ITS.
12/4/2024	3.1	IT Risk & Compliance / Cindy Kim	Annual review completed with minor edits; content reformatted using an updated template.
12/7/2025	4.0	Enterprise Cybersecurity, IT Risk & Compliance / Cindy Kim	Annual review with significant revisions; content reformatted using the updated template, procedure renamed, and Final Step rewritten.

RELATED DOCUMENTS/REFERENCES:

- DCN Tracking Workbook