CHAPTER 1

INFORMATION SYSTEM DEVELOPMENT

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CHAPTER 1

INFORMATION SYSTEM DEVELOPMENT

1. PURPOSE.

a. The California Highway Patrol (CHP) has a substantial investment in information technology (IT). This technology consists of computer hardware, data communication networks, and information systems.

(1) Information systems can usually be categorized as either computer tools or end-user applications (i.e., programs). Computer tools such as Microsoft Word and Microsoft Excel are, to some extent, general purpose and free-form in nature. They assist in creating documents or end-user applications.

(2) End-user applications are generally single purposed and structured in nature. They usually perform a specific business process.

(3) End-user applications are procured via commercial channels or are custom developed. The purpose of this policy is to ensure the Department has a model for managing CHP custom application development efforts. Examples of custom end-user applications include the Activity Tracking System, the Statewide Automated Citation System, and the Computer Aided Dispatch.

b. An Information Technology Strategic Plan has been developed to articulate the Department's technological future and to outline the use of the Department's technology. Maintenance and operations planning efforts have also been conducted to help the Department understand the current status of its technology assets and to facilitate the updating and upgrading of those assets.

c. To achieve its technology objectives, it is essential for the Department to closely manage the development of new information systems. The reasons for managing are as follows:

(1) The demand for similar information systems occurs simultaneously in CHP commands throughout the state. There is a crucial need for close coordination to develop and maintain these systems with a minimum of resources.

(2) Development of information systems at the local level, rather than at the enterprise level, makes ongoing maintenance and support very challenging. It becomes a concern whenever the developer is unavailable (e.g., employee transfers, leaves state service, or is off duty for an extended period of time).

2. POLICY.

a. The CHP Systems Development Life Cycle (SDLC) model is used to manage custom application development from concept to completion. The CHP SDLC is adaptable to fit different types of IT projects, while providing an overarching structure with which to manage project activities and deliverables.

b. The SDLC methodology establishes procedures, practices, and guidelines governing the concept development, planning, requirements analysis, design, development, integration and test, implementation, operations, and maintenance and disposition of information systems within the CHP. The SDLC should be used in conjunction with existing policy and guidelines for IT acquisition, procurement, and project management.

3. PROCEDURES.

a. Area commanders who wish to develop a system to run on a departmental computer shall prepare a CHP 53, Request for Information Technology (IT) Services, in accordance with Highway Patrol Manual 40.4, Information Security and Administration Manual, Chapter 14, Information Technology Project Management and Oversight, and route it through channels to Information Management Division (IMD) for review. The IMD Chief is designated as the Department's Chief Information Officer and is responsible for adhering to IT policies as they relate to the Department's IT projects.