IT Management Tool Kit

2024

Janco Associates, Inc.

Table of Contents

IT Management Tool Kit

- Interview and Hiring Guide - 2024 Edition
- Internet and Information Position Descriptions - 2024 Edition
- IT Infrastructure Policy Bundle - Premium Bundle
- IT Job Family Classification HandiGuide
- Latest IT Salary Survey
- Infrastructure Forms – 2024 Edition
- Security Manual Template -2024 Edition
- How to Guide for Cloud Processing and Outsourcing
- Business and IT Impact Questionnaire - 2024 Edition
- Threat and Vulnerability Threat Assessment Tool - 2024 Edition

Each of these products come as separate download in the full or PDF versions of the IT Management Toolkit (formally the CIO Management Toolkit) When you download the components you automatically get the latest versions of the item. We continue to review all our offerings and recommend that you order the update service.

IT Governance Infrastructure

Infrastructure, Strategy, and Charter Template

2024

Table of Contents

IT GOVERNANCE - INFRASTRUCTURE, STRATEGY, AND CHARTER 1
Benefits of IT Infrastructure Management 1
Base Assumptions and Objectives 2
Scope and Applicability 2
Operating Philosophy 2
Compliance 3
International Organization for Standardization 3
ISO 27000 3

IT GOVERNANCE - STRATEGY AND CHARTER STATEMENT OF AUTHORITY 6
Chief Information Officer (CIO) 6
Functional IT Group Heads 7
IT Management Council 8
Users 9

IT MANAGEMENT STRUCTURE 10
Organizational Approach 10
[Enterprise] IT Group 11
[Enterprise] IT Resources 12
Functional IT Groups 13

COMPLIANCE 14
Objective 14
Responsibilities 14

IT JOB FAMILY CLASSIFICATION 16
Structure 16

PERSONNEL PRACTICES 18
Formal Job Descriptions 18
Hiring 21
Termination 21
Training 22
[Enterprise] Staff 23
Contractor Personnel 23

ERP AND OMNI COMMERCE 24
Strategy 25
Top 10 Best Practices for Omni Commerce Implementation 26

CONTROLS 27
Types of Controls 27
Risks 28
Controls Standards 30
Logging and Audit Trails 33

SOCIAL NETWORK ENGAGEMENT 37
Rules for Social Network Engagement 37

© 2024 Copyright Janco Associates, Inc. - ALL RIGHTS RESERVED

APPLICATION DEVELOPMENT STANDARDS ***39***
SAMMY 39

SERVICE REQUESTS ***42***
Policies 43
Process 43
Service Request Management 45
Equipment/Service Request 45
Problem Resolution Process 45

LOCAL AREA NETWORKS (LANS) – WI-FI ***47***
Features 47
Directory Rights 48
File Security 49
LAN Wi-Fi Standards 50
LAN Wi-Fi Councils and Workgroups 50

BACKUP & RECOVERY ***51***
Frequency Guidelines 51
Data Storage and Media Protection 52
Backup Program and Schedule 54

DISASTER RECOVERY PLAN ***57***
DRP Description 57
DRP Procedures for Critical Data 61
Backup Criteria 61
Backup Procedures 62
Storage Criteria 62
Business Recovery Procedures 63
Requirements for Recovery 63
Recovery Guidelines 63
Restoring Damaged Equipment 64
Recovery Management 64
Contingency Planning 65
Planning Activities 66

SECURITY ***69***
IT Processing Area Classification 69
Classification Categories 70
Workstations, Remote Terminals, and Wi-Fi Access 73
Systems Security 74
Staff Member Security 75
Network Security 78
Violation Reporting and Follow-Up 79

ACCESS CONTROL - PHYSICAL SITE ***80***
Separation of Duties 80
Least Privilege 80
Access Areas 81
Definitions of IT Access Control Zones 83
Badges 87
Access Control Methods 88

© 2024 Copyright Janco Associates, Inc. - ALL RIGHTS RESERVED

Levels of Access Authority 88
Protection of Supporting Utilities 89
Resource Protection 89

ACCESS CONTROL - SOFTWARE AND DATA 93
Resources to Be Protected 93
Basic Standards 94
Classification Of Data, Software, And Documentation 95
Sensitive Information 96
Non-sensitive Information 96
Access from Other Facilities 96
Authorization Verification 99
Physical Plan Considerations 99
Fire 104
Sprinklers 106
Emergency Shut Down Control 106
Portable Fire Extinguishers 106
Power 107
Air Conditioning 108

BEST PRACTICES 109
AI Deployment Best Practices 110

OTHER TECHNICAL GUIDES 111

APPENDIX 112
CIO and CTO Expanded Roles 112
HIPAA Audit Program Guide 113
ISO 27001 & 27002 Security Process Audit Checklist 118
Massachusetts 201 CMR 17 Compliance Checklist 139
Job Descriptions 142
CIO Job Description
CIO Job Description (small enterprise)
Chief Experience Officer (CXO)
Chief Compliance Officer (CCO)
Chief Data Officer
Chief Digital Officer
Chief Mobility Officer
Chief Security Officer
Chief Technology Officer
Digital Brand Manager
Electronic Forms 143
Employee Termination Checklist
Pandemic Planning Checklist
What's New 144

© 2024 Copyright Janco Associates, Inc. - ALL RIGHTS RESERVED

IT Infrastructure Policy Bundle

Janco Associates, Inc.

2024-01

Table of Contents

This document contains the following policies:

- Backup and Backup Retention Policy (revised 01/2023)
- Blog and Personal Web Site Policy (revised 01/2023)
- BYOD Access and Use Policy (revised 03/2023)
- Google Glass Policy (revised 03/2023)
- Incident Communication Policy (revised 01/2023)
- Internet, Email, Social Networking, Mobile Device, and Electronic Communication Policy (revised 01/2023)
- Mobile Device Access and Use Policy (revised 01/2023)
- Outsourcing and Cloud-Based File Sharing Policy (revised 03/2023)
- Patch Management Version Control (revised 03/2023)
- Physical and Virtual Server Security (revised 01/2023)
- Privacy Compliance Policy (revised 03/2023)
- Record Classification, Management, Retention, and Disposition Policy (revised 01/2023)
- Safety Program (revised 1/2024)
- Sensitive Information Policy (revised 01/2023)
- Service Level Agreement Policy including sample metrics (revised 03/2023)
- Social Networking Policy (revised 01/2023)
- Technology Acquisition Policy (revised 03/2023)
- Text Messaging Sensitive and Confidential Information (revised 03/2023)
- Travel, Laptop, PDA and Off-Site Meeting Policy (revised 01/2023)
- Wearable Devices (revised 03/2023)
- Work From Home (WFH) & Telecommuting Policy (revised 01/2023)

Legend – Highlighted in Yellow updated in 2024

All of the job description and electronic forms were reviewed and updated in January 2024

You will receive notifications when the updates are available. If you have not purchased the update service, you will only be able to download these updates for 30 days after the original purchase. To get the update service go to:

- 12 months - https://e-janco.com/session/cart_x.aspx?p=SUB-090-12
- 24 months - https://e-janco.com/session/cart_x.aspx?p=SUB-094-24
- Individual Policies - https://e-janco.com/updateserviceindivdualpolicies.htm

 © 2024 Copyright Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e-janco.com

Backup and Backup Retention Policy

Jancd Associates, Inc.

2023 Edition

Table of Contents

Table of Contents....3

Backup and Backup Retention Policy....4

Policy....4
Applicability....4
Backup Versus Archive....4
Archiving Implications Sarbanes-Oxley....5
Record Retention Requirements....5

Types of Backups....6
Storage Management....7
Minimal Backup Policy....7
System Specific Backup Policy....12
Backup Retention....14
Documentation and Backup Media Labeling....14
Issues to Manage with SLAs for Backup....16
Proposed Service Level Agreement Metrics....17

Appendix....18

EU Safe Harbor Act Compliance and Data Backup Conflicts....19
Backup - Best Practices....20
Cloud Backup – Best Practices....23
Mobile Device and Work From Home Users Backup - Best Practices....24
Electronic Forms....25

- Outsourcing Security Compliance Agreement
- Telecommuting Work Agreement
- Remote Location Contact form
- Vendor Contact Information form
- Work From Home Contact Information form

Job Descriptions....26

- Manager WFH Support....26

What's New....27

Blog Personal Website Policy

2023 Edition

Jango Associates, Inc.

Table of Contents

Blog and Personal Web Sites Policy 2
Policy 2
Rights to content 3
Option for More Restrictive License Terms 3
Attribution 4
Guidelines 4
Personal Website and Blog Guidelines – Non ENTERPRISE domains 6
Security Standards 7
Best Practice Blog Guideline for Publishers 8
Blog Best Practices to Improve the Value of Your Blog 9
Issues to Manage with SLAs for Blog and Web Site Security 10
Proposed Service Level Agreement Metrics 11
Blog Policy Compliance Agreement 12
What's New 13

© 2023 Copyright Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e.janco.com

BYOD Policy Template

Janod Associates, Inc.

2023 Edition

Table of Contents

Bring Your Own Device (BYOD) Access and Use Policy 3
Overview 3
Components of the BYOD Strategy and Basics for BYOD Policy 4
Device Ownership Issues 7
Policy 8
Device Requirements 8
Policy Definitions 9
Access Control 9
Security 10
Help & Support 11
Enterprise Mobile Device Infrastructure 11
BYOD Infrastructure 12
Disaster Recovery 12
Termination 12
Backups 12
Tablet Computer (iPads) 13
Internal Network Access 13
Repair Procedure 13
Upgrade Procedure 13
Patching Policy 13
BYOD Security Best Practices 14
Work From Home - Best Practices 16
BYOD Metrics and SLA Agreement 17
Legal Considerations 19
Appendix 22
BYOD Policy Decision Table 23
Electronic Forms 24
BYOD Access and Use Agreement Form
Employee Termination Checklist
Mobile Device Security Access and Use Agreement Form
Mobile Device Security and Compliance Checklist
Telecommuting IT Checklist
Telecommuting Work Agreement
Work From Home IT Checklist
Work From Home Work Agreement
IT Job Descriptions 25
BYOD Support Specialist
BYOD Support Supervisor
Manager BYOD Support
Manager WFH Support
What's New 26

© 2023 Copyright Janco Associates, Inc. -- ALL RIGHTS RESERVED -- e-janco.com

Google Glass Policy Template

Jancoo Associates, Inc.

2023 Edition

Table of Contents

Google Glass Policy 3

Overview 3

Policy 3
- Google Glass Policy Requirements 4
- Policy Definitions 4
- Access Control 5
- Security 6
- Help & Support 7
- Work From Home Considerations 7
- Ownership of device 7
- Ownership of data 7
- Enterprise Mobile Device Infrastructure 8
- Google Glass Infrastructure 8
- Disaster Recovery 9
- Backups 9
- Google Glass Physical Device 9
- Internal Network Access 10
- Repair Procedure 10
- Upgrade Procedure 10
- Patching Policy 10

Google Glass Security Best Practices 11

Legal Considerations 13
- Privacy 13
- Record Retention 13

Appendix – Electronic Forms 16
- Google Glass Access and Use Agreement 16
- Mobile Device Access and Use Agreement 16
- Mobile Device Security and Compliance Checklist 16
- Wearable Device Access and Use Agreement 16

What's New 17

© 2023 Copyright Janco Associates, Inc. – e-janco.com

Incident Communication Plan Policy

Janco Associates, Inc.

2023 Edition

Table of Contents

Incident Communication Plan 1
Overview 1
Policy 2
Guidelines 3
Request for Information 4
Editorial or Letter to Editor Requests 4
Requests for Interviews 5
Emergency Response 5
Pandemic Considerations 6
Unannounced Visit 7
Press Releases 8
Business Continuity Communication Lifecycle 9
Pre-event 9
Event Occurrence 10
On-going event impact 11
Resumption of business operation 11
Post-event evaluation 12
Best Practices 13
News Conference 13
Press Release 14
Media Relations 15
Federal Computer Security Incident Handling Requirements 16
Appendix 18
Cyber Incident Response Responsibilities 19
Social Networking Checklist 20
Job Description 26
Director Media Communications 26
Electronic Forms 27
Incident Communication Contact Form 27
Pandemic Planning Checklist Form 27
What's New 28

© 2023 Copyright Janco Associates, Inc. – https://e-janco.com

Internet, Email, Social Networking, Mobile Device, and Electronic Comunication Policy

Janco Associates, Inc.

2023 Edition

TABLE OF CONTENTS

Internet, Email, Social Networking, Mobile Device, and Electronic Communication Policy....2
Risks and Costs Associated with Email, Social Networking, Electronic Communication, and Mobile Devices....2
Appropriate use of Equipment....2
BYOD Security....2
Overview of electronic communication and data sharing....3
Internet Access....4
Tablets, PDAs, and Smartphones....4
Federal Rules of Civil Procedures....5
Enterprise Acceptable Use Overview for Electronic Communications....6
Electronic Mail....6
Retention of Email on Personal Systems....11
Email Forwarding Outside of ENTERPRISE....11
Email User Best Practices....12
Commercial Email....14
Work From Home....16
Social Networking....17
Copyrighted Materials....20
Ownership of Information....20
Security....20
Skype....21
Text Messaging....22
Appendix....23
Job Descriptions....23
Manager User Support
Manager WFH Support
Forms....24
Internet & Electronic Communication - Employee Acknowledgment
Internet Access Request
Email Employee Acknowledgment
Internet Use Approval
Security Access Application
Social Networking Policy Compliance Agreement
Telecommuting IT Check List Form
Telecommuting Work Agreement
Text Messaging Sensitive Information Agreement
Work From Home Contact Information
Work From Home IT Checklist
Work From Home Work Agreement
Reference Section....25
Standard e-mail Reply Responses....25
Canada's Anti-spam Law (CASL), Bill C-28....26
What's News....30

© 2023 Janco Associates, Inc. -- All Rights Reserved – https://e-janco.com

Mobile Device Access & Use Policy

Janco Associates, Inc.

2023 Edition

Table of Contents

Mobile Access and Use Policy 2

Overview 2
Components of the BYOD Strategy and Basics for BYOD Policy 3

Policy 6
Policy and Appropriate Use 6
Mobile Devices 8
Policy Definitions 9
Access Control 9
Federal Trade Commission Mobile Policy Guidelines 10
Security 12
Help & Support 13
Enterprise Mobile Device Infrastructure 13
Equipment and Supplies 14
Tablet Computer (iPads and Microsoft Surface) 15

Mobile Device Security Best Practices 17
Mobile Device Security Best practices 17
Security controls 17
Remote device management 18
Access management controls 18
Tablet and Smartphone applications 18

Appendix 19
Electronic Forms 20
- BYOD Access and Use Agreement Form 20
- Company Asset Employee Contol Log 20
- Employee Termination Checklist 20
- Mobile Device Security Access and Use Agreement Form 20
- Mobile Device Security and Compliance Checklist 20
- Wearable Device Access and Use Agreement 20
- Work From Home Contact Information 20
- Work From Home IT Checklist 20
- Work From Home Work Agreement 20

What's New 21

© 2023 Copyright Janco Associates, Inc. – https://e-janco.com

Outsourcing & Cloud Based File Sharing Policy

Janco Associates, Inc.

2023 Edition

Table of Contents

Outsourcing and Cloud-Based File Sharing Policy 3
Outsourcing Cloud-Based File Sharing Management Standard 3
Overview 3
Standard 3
Outsourcing Policy 4
Policy Statement 4
Goal 4
Approval Standard 5
Overview 5
Standard 5
Work From Home Considerations 10
Responsibilities 10
Appendix 12
Electronic Forms 13
- Outsourcing and Cloud Security Compliance Agreement
- Outsourcing Security Compliance Agreement
- Remote Location Contact Information
- Vendor Contact
- Work From Home IT Checklist
- Work From Home Work Agreement

Job Descriptions 14
- Vice President Strategy and Architecture
- Manager Cloud Applications
- Manager Outsourcing
- Manager User Support
- Manager Vendor Management
- Manager WFH Support
- Cloud Computing Architect

Audit Program Guide 15
Background 15
ISO 27001 requirements 15
ISO 27001 implementation requires 15
Planning the Audit 16
Audit Scope 17
Audit Objectives 17
Audit Wrap Up 18
Top 10 Cloud and Outsourcing SLA Best Practices 19
What's New 20

© 2023 Janco Associates, Inc. -- All Rights Reserved – https://e-janco.com

Patch Management Version Control Policy

2023 Edition

Janco Associates, Inc.

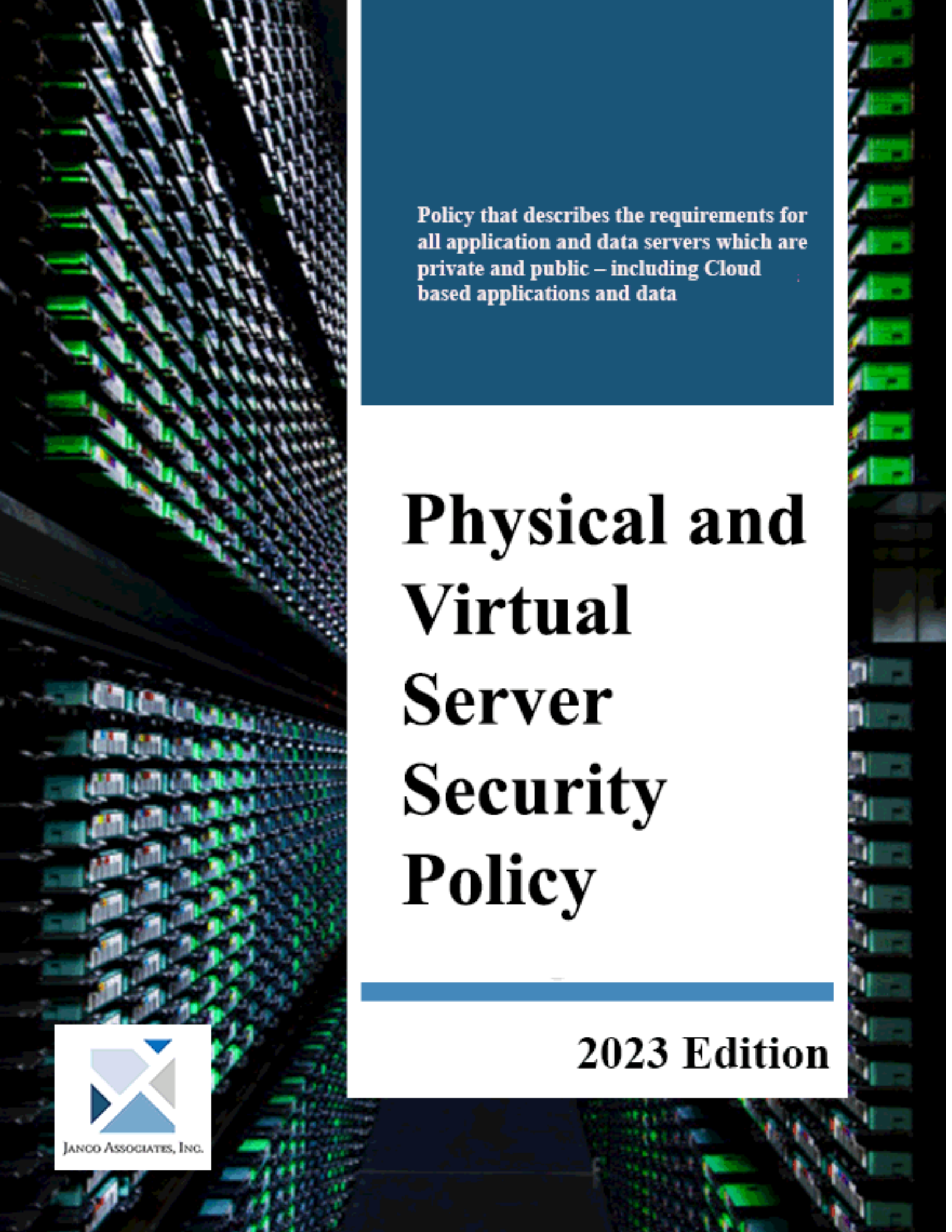
Table of Contents

Patch Management Version Control Policy 2
The Patch Management Version Control Process 2
Policy 3
Emergency patches 7
Critical Patches 7
Version Control Best Practices 9
Security Patch Management Best Practices 11

Appendix 14
Job Descriptions 14
Manager Change Control
Manager Training and Documentation
Manager User Support
Manager WFH Support
Change Control Supervisor
Change Control Analyst
Electronic Form 15
Change and Patch Management Control Log
Work From Home Contact Information
Work From Home IT Checklist

What's New 19

© 2023 Copyright Janco Associates, Inc. – e-janco.com



Policy that describes the requirements for all application and data servers which are private and public – including Cloud based applications and data

Physical and Virtual Server Security Policy

2023 Edition

Jancо Associates, Inc.

Table of Contents

Table of Contents 2

Physical and Virtual File Server Security Policy 4

- Policy Purpose 4
- Policy Statement 4
- Applicability 4
- Terms and Definitions 4
- Server Requirements 4
  - Critical Server Requirements 5
  - General Server Requirements 5
  - Public Server Requirements 5
- Server Configuration Guidelines 6
- Forms 7
  - Server Registration Form
  - Application & File Server Inventory

What's New 8

© Copyright 2023 Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e-janco.com

Privacy Compliance Policy

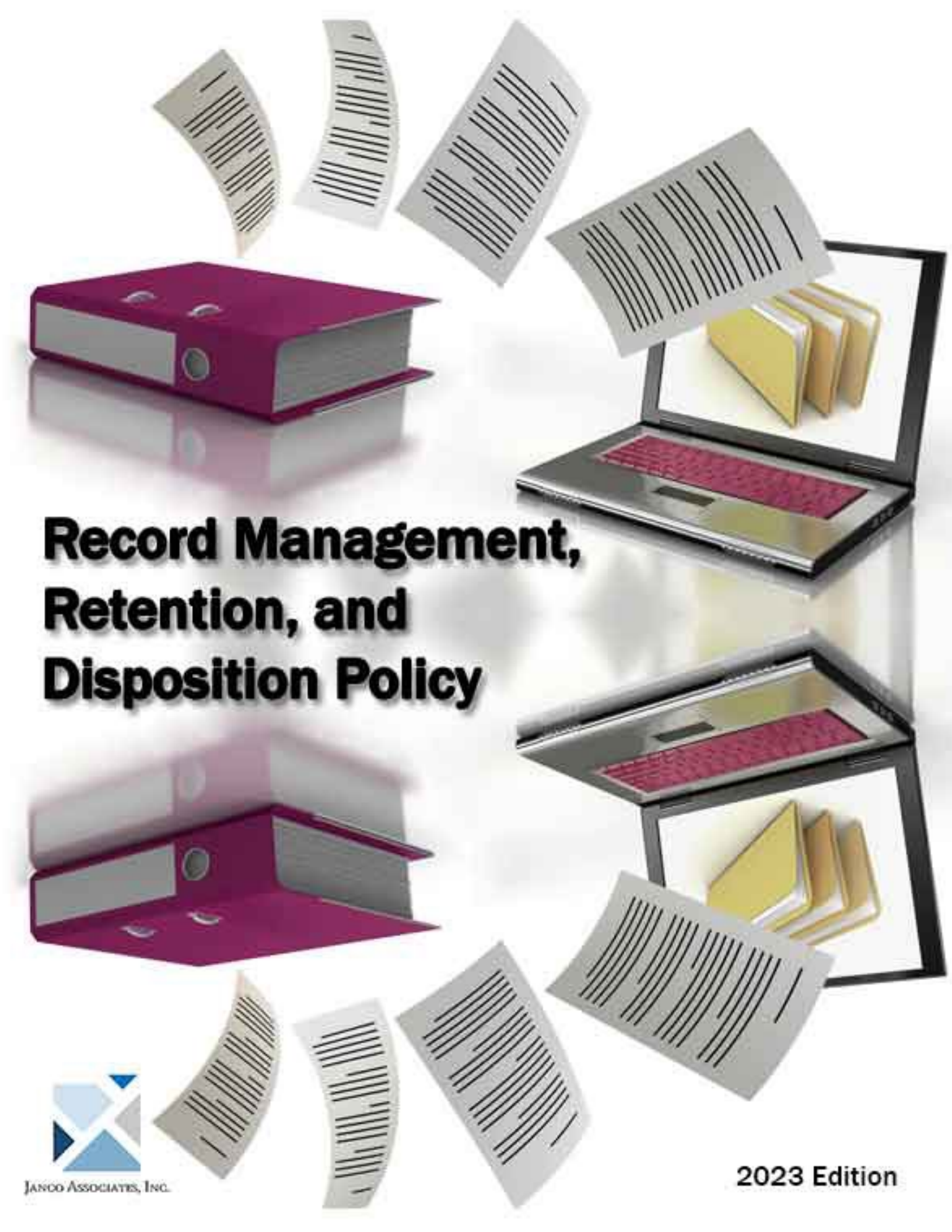
Janco Associates

2023 Edition

Table of Contents

Privacy Compliance Policy – U.S. and EU Mandated Requirements....3
Overview....3
Right to Privacy....3
California Consumer Privacy Act of 2018....4
Consumer's Right to Know Information that Has Been Captured....4
Consumer's Right to Have Data Removed....5
Consumer's Right to Know How Data is Used....6
Consumer's Rights to Data That is Sold....7
Consumer's Rights for Stopping the Sale of Data....8
Consumer's Rights to Not be Discriminated Due to Opt Out....9
Enterprise Reporting Requirements....10
Enterprise Internet and WWW requirements....12
GDPR....13
Why Data is Captured....13
User Consent....14
Communication....15
Third Party Data....15
Profiling....16
Legacy data....16
PCI....17
HIPAA....20
Gramm-Leach-Bliley (Financial Services Modernization Act of 1999....21
Massachusetts 201 CMR 17.00 Data Protection Requirements....22
User/Customer Sensitive Information and Privacy Bill of Rights....23
Appendix....24
Forms....24
Privacy Compliance Policy Acceptance Agreement....24
Job Descriptions....24
Chief Security Officer....24
Data Protection Officer....24
Manager Compliance....24
Manager Security and Workstations....24
Security Architect....24
Privacy and Security Compliance Implementation Work Plan....25
What's New....27

© 2023 Copyright Janco Associates, Inc. – www.e-janco.com



Record Management, Retention, and Disposition Policy

Jancoo Associates, Inc.

2023 Edition

Table of Contents

Record Classification, Management, Retention and Disposition Policy Statement 2
Scope 3
Work From Home impact 3
What is Record Classification and Management 4
Regulatory Overview 5
Record Classification, Management, Retention and Disposition Standard 11
Email Retention Compliance 25
Implementation Interview Checklist 30
Record classification, management, retention, and disposition Annual Review Process 31
Record Management Best Practices 33
Appendix 37
Job Descriptions 38
Manager – Record Administrator
Manager WFH Support
Record Management Coordinator
Forms 39
Personnel Records
Administrative Records
Facility Records
Financial Records
Sales Records
Computer and Information Security Records
Computer Operations and Technical Support
Data Administration
General Systems and Application Development
Network and Communication Services
User and Office Automation Support
Safety Records
Document Retention Periods 40
Federal Law Record Retention 41
Pennsylvania Record Retention 50
Massachusetts Record Retention 53
I-9 Retention 55
Version History 58

© 2023 Copyright Janco Associates, Inc. – https://e-janco.com

Safety Program

Janco Associates, Inc.

2024

Table of Contents

Safety Program Policy 2
Safety Goals 3
Responsibilities 4
Internet of Things (IoT) 6
Safety Rules 7
Progressive Disciplinary Program 10
Accident Investigation 11
Hazard Recognition And Control 12
Job Hazard Analysis (JHA) 12
Inspection Procedures 12
Incidental Inspection 13
Planned Inspection 13
Safety Committee 14
Safety Training 15
Communication 17
Record Keeping 18
Inspection Documentation 18
Accident Investigation -- Accident & Injury Records 18
Training 18
Safety Committee 18
New Employee Orientation 19
Training 20
Appendix 22
IT Job Descriptions 23
Manager Safety Program
Supervisor Safety Program
Forms 24
Area Safety Inspection
Employee Job Hazard Analysis
First Report of Injury
Inspection Checklist – Alternative Locations
Inspection Checklist - Computer Server Data Center
Inspection Checklist – Office Locations
Inspection Checklist – Work From Home Locations
New Employee Safety Checklist
Safety Program Contact List
Training Record
OSHA Electronic Forms 24
Instructions
OSHA xls Form
OSHA 300 Form
OSHA 300A Form
OSHA 301 Fprm
Revision History 25

©2024 Copyright Janco Associates, Inc. https://e-janco.com

Policy
Sensitive Information

Jancd Associates, Inc.

2023 Edition

Table of Contents

Sensitive Information Policy - Credit Card, Social Security, Employee, and Customer Data 3
Overview 3
Policy 3
PCI 4
HIPAA 4
California Consumer Protection Act (CCPA) 5
General Data Protection Regulation (GDPR) 6
Gramm-Leach-Bliley (Financial Services Modernization Act of 1999 6
Massachusetts 201 CMR 17.00 Data Protection Requirements 7
User/Customer Sensitive Information and Privacy Bill of Rights 8
Secure Network Standards 9
Payment Card Industry Data Security Standard (PCI DSS) 9
Install and Maintain a Network Configuration Which Protects Data 13
Wireless & VPN 14
Modify Vendor Defaults 14
Protect Sensitive Data 15
Protect Encryption Keys, User IDs, and Passwords 16
Protect Development and Maintenance of Secure Systems and Applications 17
Manage User IDs to Meet Security Requirements 19
Restrict Physical Access to Secure Data Paper and Electronic Files 20
Regularly Monitor and Test Networks 21
Test Security Systems and Processes 22
Email Retention Compliance 23
Policy 23
Email to be printed 25
Regulations and Industry Impact 26
Keys to Email Archiving Compliance 26
Privacy Guidelines 27
Best Practices 28
Best Practices for Text Messaging of Sensitive Information 28
US government classification system 30
Appendix 33
Job Descriptions 34
- Chief Security Officer (CSO) 34
- Manager Data Security 34
- Security Architect 34

Forms 35
- Sensitive Information Policy Compliance Agreement 35
- Work From Home IT Checklist 35

HIPAA Audit Program Guide 36
What's New 41

© 2023 Copyright Janco Associates, Inc. – https://e-janco.com

Service Level Agreement Policy Template & Sample KPI Metrics

Jancc Associates, Inc.

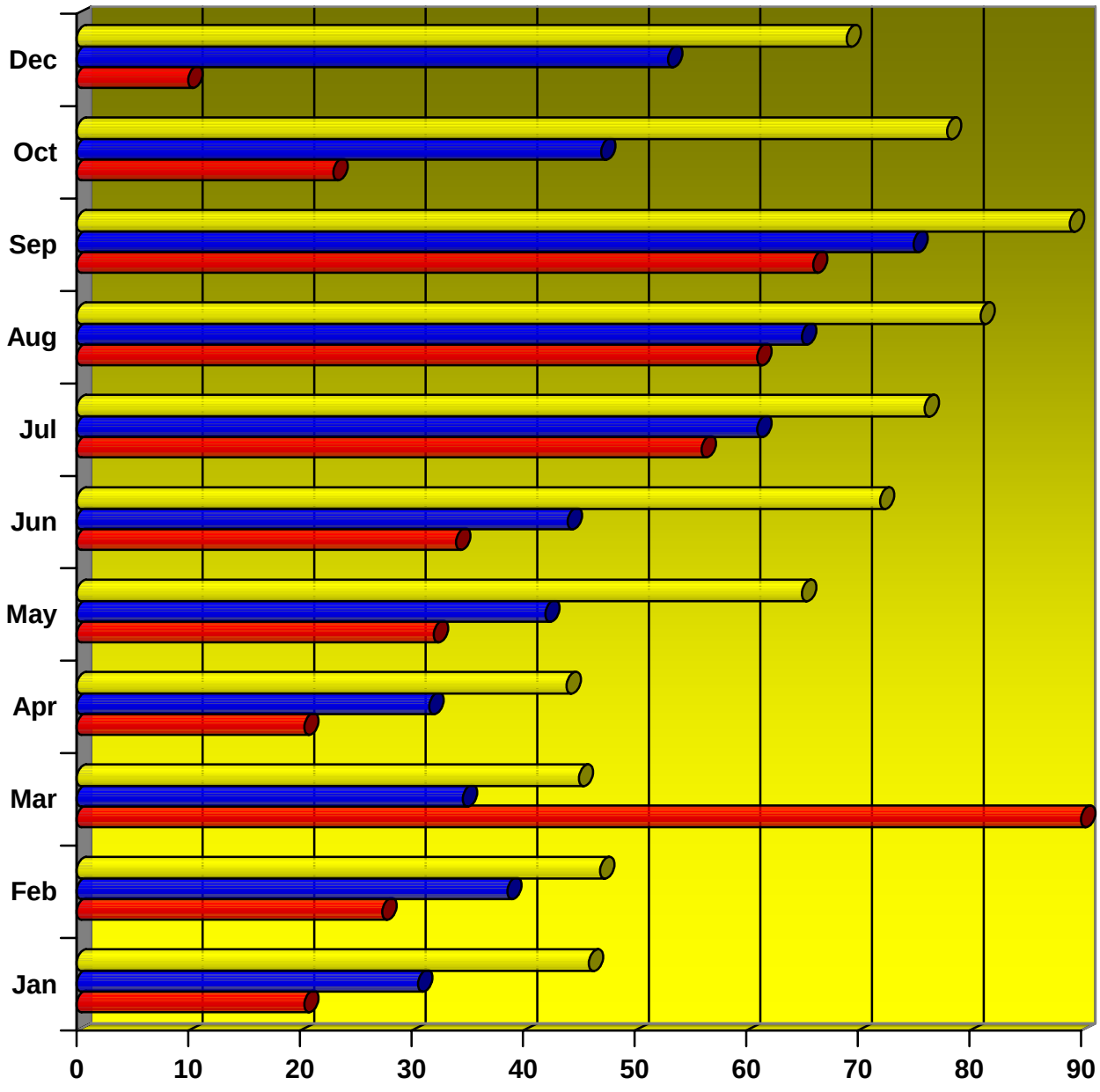
2023 Edition

Table of Contents

Table of Contents 2
Service Level Agreement 5
Definition of What a Service Level Agreement is 5
Sample Service Level Agreement 6
Assumptions 6
Service Stakeholders 7
Service Scope 7
IT Provider Responsibility 8
Prioritization 8
Typical Service Level Agreements 9
Internal IT SLAs 9
External SLA 11
Sample Metrics 15
Work From Home – KPI Metrics 16
System Management – KPI Metrics 17
What's New 19
Appendix 18
Job Descriptions
Director IT Management and Controls
Manager KPI Metrics
Manager Metrics
Metrics Measurement Analyst
SEO Specialist

© 2023 Copyright Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e-janco.com

Service Level Agreement and Policy Template with Sample Metrics



Sample SLA Metrics

Service Levels
System Management
Weekly Call Volumes
Response Times
Desktop - Mean Time To Repair
Problem Analysis
Ticket Volumes by Group
Tickets by Severity
Infrastructure
Infra Notes
Infra Comm 1
Infra Comm 2
Internet Usage
Abend Analysis
Tracking Abends
Abend Impact
Applications
Application Development
System Monitoring Center
1st SMC Group
2nd SMC Group
3 rd SMC Group
4th SMC Group
5th SMC Tape Rpt Aging
Dataset Aging Example Metrics
SMC SRT (Cars,IW, M&D, DATool)
SMC SRT (All Summary)
SMC SRT (MAPS, OfficeV)
SMC SA (CARS,MAPS, IW, M&D)

Social Networking Policy

Managing and Controlling Employee Social Networks

Janco Associates, Inc.

2023 Edition

Table of Contents

Policy – Social Networking 4
Definitions 4
Overview 4
Statement 6
Rights to content 9
Rules for Social Network Engagement 12
Social Network Best Practices and Guidelines 14
Security Standards 17
BYOD Security 18
Protect Sensitive Data 18
Disaster Recovery and Business Continuity 19
Best Practices in Managing Social Networks and Social Relationships 20
Steps to Prevent Being Scammed by Social Media 21

Appendix 22
Job Descriptions 23
Chief Experience Officer
Manager Social Networking
Social Media Specialist
Electronic Forms 24
Internet and Electronic Communication Agreement
Social Network Policy Compliance Agreement
Protection from Ransomware, Phishing, and Whaling Attacks 25
Social Networking Best Practices 29
Twitter 29
LinkedIn 31
Blog 33
What's News 36

© 2023 Copyright Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e-janco.com

Technology Acquisition Policy

2023

Janco Associates, Inc.

Technology Acquisition Policy

Table of Contents

Policy - Technology Acquisition 3
Policy Statement 3
Applicability 3
Roles 4
Vendor Evaluation 6
Purchase Approval 7
Emergency Purchasing 8
Confidentiality 8
Conflict of Interest 8
Non-Compliance 8
Appendix 9
Security and Compliance Requirements 10
Electronic Forms 11
- Vendor Partner Contact Form
- Vendor Partner Questionnaire

Job Descriptions 12
- Manager Contracts and Pricing
- Manager Outsourcing
- Manager Vendor Management
- Contract Management Administrator

What's New 13

© 2021 Copyright Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e-janco.com

Vendor Partner Checklist

Electronic Form that is provided to vendors and partners as part of the Disaster Recovery and Business Continuity Planning process

DRP and Business Continuity Strategy

1.	In the event of a disaster or significant disruption, does your organization have documented plans for business continuity and IT disaster recovery?	○ Yes ○ No
2.	What type of failure scenarios or outages do you plan for?	
3.	What duration of time is assumed for each type of failure scenario or outage you plan for?	
4.	Does the plan establish critical business functions with recovery priorities?	○ Yes ○ No
5.	If you answered "Yes" to Question (4), what is the expected recovery time for your critical business functions?	○ 0 to 4 hours ○ 4 tp 8 hours ○ 8 to 24 hours ○ 1 to 2 days ○ More than 2 days
6.	Does the plan account for interdependencies both internal and external to your organization?	○ Yes ○ No
7.	Does the plan cover some, most, or all locations from which you provide your services?	○ Some ○ Most ○ All ○ NA
8.	What percentage of "business as usual" servicing capability is the plan designed to address?	○ 1%-10% ○ 11%-25% ○ 26%-50% ○ 51%-75% ○ 76%-99% ○ 100%
9.	Do you have a dedicated team of professionals focused on business continuity and/or IT disaster recovery?	○ Yes ○ No
10.	If you answered "No" to Question (9), do you use an external BCP/DR service provider to handle your planning needs?	○ Yes ○ No
11.	Is your main IT facility or data center located in the same building or office complex occupied by your main business or operations staff?	○ Yes ○ No
12.	Please provide an illustration or schematic of how your organization's primary, secondary, and/or tertiary servicing centers are set up to provide redundant services to ENTERPRISE.	○ Yes ○ No

© 2023 Copyright Janco Associates, Inc. – ALL RIGHTS RESERVED – e-janco.com

Text Messaging Sensistive and Confidential Information Policy

Jango Associates, Inc.

2023 Edition

Table of Contents

Text Messaging of Sensitive and Confidential Information Policy 3
Overview 3
Policy 3
Text Messaging Best Practices 4
Policy Specific Requirements 5
Work From Home Considerations 6
Secure Text Message Requirements 7
- Authentication methods 7
- Password management 7
- Administrator rights 8
- Login monitoring and auditing 8
- Automatic logoff 8
- Access control 8
- Account Management 9
- Protection of data on the mobile device 9
- Backup processes 9
- Secure photo and screen capture sharing 10
- Notifications & read receipts 10
- Remote wipe for lost or stolen devices 10

Tracking & Monitoring 11
Text Message Marketing 11
Best Practices 12
Appendix 13
- Electronic Forms 14
  - Text Messaging Sensitive Information Agreement 14
- Job Descriptions 15
  - Chief Compliance O 15
  - Chief Mobility Officer 15
  - Compliance Security Auditor Officer 15

What's New 16
- 2023 Edition 16
- 2022 Edition 16
- 2021 Edition 16
- 2020 Edition 16

© 2023 Copyright Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e-janco.com

Travel, Laptop, PDA, and Off-Site Meeting Policy

2023 Edition

Janco Associates, Inc.

Table of Contents

Travel, Laptop, PDA, and Off-Site Meetings 3
Laptop and PDA Security 3
BYOD Security 3
Service Provider Selection 4
Wi-Fi & VPN 4
Data and Application Security 5
Minimize Attention 5
Public Shared Resources – Wireless and Shared Computers 6
Off-Site Meeting Special Considerations 7
Pandemic Issues 8
International Travel Best Practices 8
Remote Computing Best Practices 9
Electronic Meetings 11
Best Practices for Electronic Meetings 12
Appendix 13
Job Description 14
Chief Experience Officer 14
Chief Mobility Officer 14
Manager Help Desk Support 14
Manager Telecommuting 14
Manager WFH Support 14
Electronic Forms 15
Mobile Device Access and Use Agreement 15
Mobile Device Security and Compliance Checklist 15
Privacy Policy Compliance Agreement 15
Telecommuting IT Checklist 15
Telecommuting Work Agreement 15
Work From Home IT Checklist 15
Work From Home Work Agreement 15
Revision History 16

© 2022 Copyright Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e-janco.com

Wearable Device Policy

2023 Edition

Jancoo Associates, Inc.

Table of Contents

Wearable Device Policy 3
- Overview 3
- Policy 3
- Creating a Wear Your Own Device Strategy (WYOD) 7
- Enterprise Mobile Device Infrastructure 8
  - Wearable Device Infrastructure 8
  - Disaster Recovery 8
  - Backups 9
  - Wearable Device Physical Device 9
  - Internal Network Access 9
  - Repair Procedure 10
  - Upgrade Procedure 10
  - Patching Policy 10
  - Ownership of device 10
  - Ownership of data 10
- Wearable Devices Security Best Practices 12
  - Security Controls 12
  - Remote Wearable Devices Management 12
  - Access Management Controls 13
  - Wearable Device Applications 13
- Legal Considerations 14
  - Privacy 14
  - Record Retention 15
- WYOD Management Security Options 17
- Appendix 18
  - Top 10 WYOD Best Practices 19
  - Electronic Forms 20
    - Mobile Device Access and Use Agreement
    - Mobile Device Security and Compliance Checklist
    - Wearable Device Access and Use Agreement
  - What's New 21

© 2023 Copyright Janco Associates, Inc. – www.e-janco.com

Work From Home & Telecommuting Policy

2023 Edition

Table of Contents

Overview 3
Telecommuting resource misuse can have serious implications for an enterprise 4
Policy 5
Compensation and Benefits 6
Hours of Work 6
Attendance at Meetings 7
Sick Leave and Time Off 7
Workers' Compensation and Safety Program Liability 7
Equipment and Supplies 7
Record Management Process and BCP 8
BYOD Security 8
Telecommuting costs 9
Work From Home 11

Appendix 15
Employer Legal Workplace Responsibilities 16
Position Requirements for Qualification for WFH & Telecommuting 17
Top 10 Best Practices 18
Job Description 19
Manager Telecommuting
Manager Work From Home Support
Electronic Forms 20
Enterprise Owned Equipment
Internet and Electronic Communication Agreement
Mobile Device Access and Use Agreement
Mobile Device Security and Compliance Checklist
Privacy Policy Compliance Agreement
Remote Location Contact Information
Safety Checklist - Work at Alternative Location
Security Access Application Mobile
Sensitive Information Policy Compliance Agreement
Social Networking Policy Compliance Agreement
Telecommuting IT Checklist
Telecommuting Work Agreement
Text Messaging Sensitive Information Agreement
Work From Home Contact Administration
Work From Home IT Checklist
Work From Home Work Agreement

What's New 21

© 2023 Copyright Janco Associates, Inc. – https://e-janco.com

Infrastructure Forms

2024

Janco Associates, Inc.

JANCO ASSOCIATES, INC.

Infrastructure Electronic Forms

Forms contained include

- Application & File Server Inventory
- Background Check Authorization
- Blog Policy Compliance Agreement
- BYOD Access and Use Agreement
- Change and Patch Management Control Log - (EXCEL)
- Company Asset Employee Control Log
- Email – Employee Acknowledgement
- Employee Termination Checklist
- Enterprise Owned Equipment Inventory
- FIPS 199 Assessment
- Google Glass Access and Use Agreement
- Incident Communication Contacts
- Internet Access Request
- Internet & Electronic Communication Employee Acknowledgement
- Internet Access Request
- Internet Use Approval
- Interview Questionnaire
- Job Evaluation Questionnaire
- Mobile Device Access and Agreement
- Mobile Device Security and Compliance Checklist
- New Employee Security Acknowledgement and Release
- Non-Disclosure Agreement
- Outsourcing and Cloud Security Compliance Agreement
- Outsourcing Security Compliance Agreement
- Pandemic Planning Checklist
- Preliminary Security Audit Checklist
- Privacy Compliance Policy Acceptance Agreement
- Security Access Application
- Security Audit Report
- Security Violation
- Sensitive Information Policy Compliance
- Social Network Compliance Agreement
- Telecommuting IT Checklist
- Telecommuting Work Agreement
- Text Messaging Sensitive Information
- Threat and Vulnerability Assessment
- Wearable Device Access and Use Form
- Work From Home Contact Information
- Work From Home IT Checklist
- Work From Home Work Agreement
- **Disaster Recovery – Business Continuity**
  - DR/BC Site Evaluation Checklist
  - LAN Node Inventory
  - Location Contact Numbers
  - Off-Site Inventory
  - Pandemic Planning Checklist
  - Personnel Location
  - Plan Distribution
  - Remote Location Contact Information
  - Server Registration
  - Team Call List
  - Vendor List
  - Vendor Partner Questionnaire
  - Wi-Fi Definitions
- **Retention Schedule**
  - Administrative Records
  - Computer and Information Security Records
  - Computer Operations &Technical Support
  - Data Administration
  - Facility Records
  - Financial Records
  - General Systems and Application Development
  - Mobile Device Access and Use
  - Network and Communication Svc
  - Personnel Records
  - Safety Records
  - Sales Records
  - User and Office Automation Support
- **Safety Records**
  - Area Safety Inspection
  - Employee Job Hazard Analysis
  - First Report of Injury
  - Inspection Checklist – Alternative Locations
  - Inspection Checklist - Computer Server Data Center
  - Inspection Checklist – Office
  - Inspection Checklist - WFH
  - New Employee Safety Checklist
  - Safety Program Contact List
  - Training Record
  - OSHA – 300 Log
  - OSHA – 300A Summary
  - OSHA – 301 Injury and Illness

© 2024 Copyright Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e-janco.com

Security Manual Template

2024

Table of Contents

Security - Introduction 6
Scope 7
Objective 8
Applicability 8
Best Practices 9
WFH Operational Rules 16
Web Site Security Flaws 17
ISO 27000 Compliance Process 19
Security General Policy 21
Responsibilities 24

Minimum and Mandated Security Standard Requirements 28
ISO Security Domains 30
ISO 27000 31
IEC 62443 38
Gramm-Leach-Bliley (Financial Services Modernization Act of 1999 39
FTC Information Safeguards 39
Federal Information Processing Standard – FIPS 199 40
NIST SP 800-53 44
Sarbanes-Oxley Act 45
California SB 1386 Personal Information Privacy 45
California Consumer Privacy Act 45
Massachusetts 201 CMR 17.00 Data Protection Requirements 46
What Google and Other 3rd Parties Know 47
Internet Security Myths 48

Vulnerability Analysis and Threat Assessment 50
Threat and Vulnerability Assessment Tool 51
Evaluate Risk 55

Risk Analysis – IT Applications and Functions 57
Objective 57
Roles and Responsibilities 58
Program Requirements 59
Frequency 60
Relationship to Effective Security Design 60
Selection of Safeguards 60
Requests for Waiver 61
Program Basic Elements 61

Staff Member Roles 66
Basic Policies 67
Security - Responsibilities 68
Determining Sensitive Internet and Information Technology Systems Positions 69
Personnel Practices 70
Education and Training 74
Contractor Personnel 75

© 2024 Janco Associates, Inc. – https://www.e-janco.com

Physical Security 76
Information Processing Area Classification 76
Classification Categories 77
Access Control 78
Levels of Access Authority 79
Access Control Requirements by Category 81
Implementation Requirements 81
Protection of Supporting Utilities 82

Facility Design, Construction, and Operational Considerations 83
Building Location 83
External Characteristics 84
Location of Information Processing Areas 85
Construction Standards 85
Water Damage Protection 86
Air Conditioning 86
Entrances and Exits 87
Interior Furnishings 87
Fire 88
Electrical 92
Air Conditioning 93
Remote Internet and Information Technology Workstations 93
Lost Equipment 94
Training, Drills, Maintenance, and Testing 95

Media and Documentation 96
Data Storage and Media Protection 96
Documentation 97

Data and Software Security 99
How to Apply Artificial Intelligence to Security Management 99
Resources to Be Protected 100
Classification 102
Rights 104
Access Control 105
Internet / Intranet / Terminal Access / Wireless Access 109
Spyware 112
Wi-Fi Security Standards 114
Logging and Audit Trail Requirements 116
Satisfactory Compliance 120
Violation Reporting and Follow-Up 120

Internet and Information Technology Contingency Planning 121
Responsibilities 121
Information Technology 122
Contingency Planning 123
Documentation 124
Contingency Plan Activation and Recovery 125
Disaster Recovery / Business Continuity and Security Basics 126

© 2024 Janco Associates, Inc. – https://e-janco.com

Insurance Requirements 130
Objectives 130
Responsibilities 130
Filing a Proof of Loss 131
Risk Analysis Program 131
Purchased Equipment and Systems 132
Leased Equipment and Systems 132
Media 133
Business Interruption 133
Staff Member Dishonesty 134
Errors and Omissions 134

Security Information and Event Management (SIEM) 135
Best Practices for SIEM 136
KPI Metrics for SIEM 137

Identity Protection 138
Identifying Relevant Red Flags 138
Preventing and Mitigating Identity Theft 138
Updating the Program 139
Methods for Administering the Program 139

Ransomware – HIPAA Guidance 140
Email Gateway for Ransomware Attacks 141
Required Response 142

Outsourced Services 143
Responsibilities 144
Outside Service Providers – Including Cloud 145

Waiver Procedures 147
Purpose and Scope 147
Policy 147
Definition 147
Responsibilities 147
Procedure 148

Incident Reporting Procedure 149
Purpose & Scope 149
Definitions 149
Responsibilities 149
Procedure 150
Analysis/Evaluation 151

Access Control Guidelines 152
Purpose & Scope 152
Objectives 152
Definitions of Access Control Zones 153
Responsibilities 154
Badge Issuance 157

© 2024 Janco Associates, Inc. – https://e-janco.com

Appendix - A 159
Attached Job Descriptions 159
Chief Artificial Intelligence Officer (CAIO) 159
Chief Security Officer (CSO) 159
Chief Compliance Officer (CCO) 159
Data Protection Officer 159
Manager Security and Workstation 159
Manager WFH support 159
Security Architect 159
System Administrator 159
Attached Policies 159
Blog and Personal Website Policy 159
Internet, Email, Social Networking, Mobile Device, and Electronic Communication Policy 159
Mobile Device Policy 159
Physical and Virtual File Server Security Policy 159
Sensitive Information Policy - Credit Card, Social Security, Employee, and Customer Data 159
Travel and Off-Site Meeting Policy 159
Attached Security Forms 160
Application & File Server Inventory 160
Blog Policy Compliance Agreement 160
BYOD Access and Use Agreement 160
Company Asset Employee Control Log 160
Email Employee Agreement 160
Employee Termination Procedures and Checklist 160
FIPS 199 Assessment 160
Internet Access Request Form 160
Internet and Electronic Communication Employee Agreement 160
Internet use Approval 160
Mobile Device Access and Use Agreement 160
Mobile Device Security and Compliance Checklist 160
New Employee Security Acknowledgment and Release 160
Outsourcing and Cloud Security Compliance Agreement 160
Outsourcing Security Compliance Agreement 160
Preliminary Security Audit Checklist 160
Privacy Compliance Policy Acceptance Agreement 160
Risk Assessment 160
Security Access Application 160
Security Audit Report 160
Security Violation Procedures 160
Sensitive Information Policy Compliance Agreement 160
Server Registration 160
Social networking Policy Compliance Agreement 160
Telecommuting Work Agreement 160
Text Messaging Sensitive Information Agreement 160
Threat and Vulnerability Assessment Inventory 160
Work From Home Work Agreement 160

© 2024 Janco Associates, Inc. – https://e-janco.com

Additional Attached Materials 161
Business and IT Impact Questionnaire 161
Threat and Vulnerability Assessment Tool 161
Sarbanes-Oxley Section 404 Check List Excel Spreadsheet 161

Appendix - B 162
Practical Tips for Prevention of Security Breaches and PCI Audit Failure 162
Risk Assessment Process 167
Employee Termination Process 170
Security Management Compliance Checklist 174
Massachusetts 201 CMR 17 Compliance Checklist 177
User/Customer Sensitive Information and Privacy Bill of Rights 179
General Data Protection Regulation (GDPR) - Checklist 180
Firewall Security Requirements 205
Firewall Security Policy Checklist 207
BYOD and Mobile Content Best of Breed Security Checklist 208

Revision History 210

© 2024 Janco Associates, Inc. – https://e-janco.com

How to Guide Cloud Processing & Outsourcing

Jancо Associates, Inc.

2023

Table of Contents

How to Guide for Cloud Processing and Outsourcing 4
License for This Document 4
Limitations 4
Cloud and Outsourcing Management Standard 5
Service Level Agreements (SLA) 8
Problem Responsibility 8
Cloud Processing and Outsourcing Policy Standard 8
ISO 31000 Compliance – Risk Management 9
GDPR Data Privacy Mandate 10
Cloud Processing and Outsourcing Approval Standard 11
Steps to implement Software as a Service (SaaS) via the Cloud 19
Cloud Outsource Service Provider Level Agreements and Metrics 20
SLA and Metrics Reporting 25
Finding and Selecting a Cloud Outsource Vendor 27
Outline for RFP and Negotiation of Contract Terms 32

Appendix 46
Base Case Development 47
Sample Service Level Agreement 49
Sample Metrics for Service Level Agreements 63
Business and IT Impact Analysis Questionnaire 82
ISO - Security Process Audit Checklist 84
Cloud/Outsourcing Security Checklist Looking Ahead 104
Detail Job Descriptions 105
- Director Disaster Recovery and Business Continuity
- Disaster Recovery Coordinator
- Manager of Cloud Applications
- Manager Outsourcing
- Manager WFH Support
- Cloud Computing Architect
- Digital Brand Manager
- Capacity Planning Supervisor
- Digital Content Specialist

Cloud and Outsourcing Forms 106
- Application & File Server inventory
- Company Asset Employee Control Log
- Non-Disclosure Agreement
- Outsourcing Security Compliance Agreement Form
- Outsourcing and Cloud Security Compliance Agreement Form
- Work From Home Contact Information
- Work From Home IT Checklist
- Work From Home Work Agreement

What's new 107

© 2023 Janco Associates, Inc. All Rights Reserved

IT Job Family Classification & Pay Grade System

2023 Edition

Janco Associates, Inc.

JANCO'S INFORMATION TECHNOLOGY JOB FAMILIES 1

POSITION DESCRIPTION STRUCTURE 1
POSITION PURPOSE 1
PROBLEMS AND CHALLENGES 1
ESSENTIAL POSITION FUNCTIONS 2
JOB PROGRESSION – TRADITIONAL 3
JOB PROGRESSION MATRIX – TRADITIONAL 4
TRADITIONAL IT JOB FAMILY PROGRESSION 5
JOB FAMILY CLASSIFICATION 6
JANCO JOB FAMILY PROGRESSION CHART 7

JANCO IT JOB FAMILY CLASSIFICATION 8

MANAGER JOB FAMILY SUMMARY 9
PROFESSIONAL JOB FAMILY SUMMARY 16
IT TECHNICAL JOB FAMILY SUMMARY 25
BLOCKCHAIN – DISTRIBUTED LEDGER TECHNOLOGY JOB FAMILY SUMMARY 37
IT SUPPORT ENTRY–LEVEL JOB FAMILY SUMMARY 44

APPENDIX 53

SYSTEM ANALYST JOB FAMILY JOB DESCRIPTIONS 54
SYSTEM ANALYST I
SYSTEM ANALYST II
SYSTEM ANALYST IIII
SYSTEM ANALYST IV
SYSTEM ANALYST V
JOB EVALUATION QUESTIONNAIRE 55
ORGANIZATION CHART 57
POSITION DESCRIPTION QUESTIONNAIRE 61
THE PROCESS TO CREATE PAY RANGES FOR IT PROFESSIONALS
STEP 1: DETERMINE THE ORGANIZATION'S COMPENSATION PHILOSOPHY 65
STEP 2: CONDUCT A JOB ANALYSIS 65
STEP 3: GROUP INTO JOB FAMILIES 66
STEP 4: RANK POSITIONS USING A JOB EVALUATION METHOD 66
STEP 5: CONDUCT COMPETITIVE ANALYSIS 66
STEP 6: CREATE JOB GRADES 68
STEP 7: CREATE A SALARY RANGE BASED ON RESEARCH 69
STEP 8: DEALING WITH SALARIES NOT WITHIN SALARY RANGES 69
STEP 9: UPDATING AND AGING 70
VERSION HISTORY 71

© 2023 Copyright Janco Associates, Inc. – https://www.e-janco.com

Internet and Information Technology Positions Description HandiGuide®

2024 Edition

Table of Contents

INTRODUCTION 9

BOOK OVERVIEW 10
LIMITATIONS 11
JOB PROGRESSION 12
BEST PRACTICES FOR SCREENING RESUMES 14
BEST PRACTICES FOR PHONE SCREENING 15
HIRING NEW EMPLOYEES 16
MOTIVATING EMPLOYEES 17
EMPLOYEE TERMINATION PROCESS 18
POSITION DESCRIPTION STRUCTURE 20

MANDATED ISSUES 23

LEGAL CONSIDERATIONS 24
AMERICAN WITH DISABILITIES ACT 26
HEALTH AND SAFETY REQUIREMENTS OF OTHER FEDERAL OR STATE LAWS 34
FAIR LABOR STANDARDS ACT 35
SEXUAL HARASSMENT 53
OTHER LABOR LAWS 54

EXECUTIVE MANAGEMENT 55

ORGANIZATION CHART 56
CHIEF INFORMATION OFFICER (CIO) 59
CHIEF INFORMATION OFFICER (CIO) – SMALL ENTERPRISE 63
CHIEF TECHNOLOGY OFFICER (CTO) 66
CHIEF AI OFFICER (CAIO) 71
CHIEF COMPLIANCE OFFICER (CCO) 76
CHIEF DATA OFFICER (CDO) 82
CHIEF DIGITAL OFFICER (CDO) 87
CHIEF EXPERIENCE OFFICER (CXO) 92
CHIEF MOBILITY OFFICER (CMO) 98
CHIEF PRODUCT OFFICER 103
CHIEF SECURITY OFFICER (CSO) 108
CHIEF INFORMATION SECURITY OFFICER (CISO) 113
VICE PRESIDENT ADMINISTRATION 119
VICE PRESIDENT CONSULTING SERVICES 122
VICE PRESIDENT HUMAN RESOURCES 125
VICE PRESIDENT INFORMATION SERVICES 127
VICE PRESIDENT STRATEGY AND ARCHITECTURE 130
VICE PRESIDENT TECHNICAL SERVICES 133

SENIOR MANAGEMENT 137

ORGANIZATION CHART 139
DATA PROTECTION OFFICER (DPO) 141
DATA SCIENTIST 146

© Copyright 2024 Janco Associates, Inc. - ALL RIGHTS RESERVED
® HandiGuide is a registered trademark of Janco Associates, Inc. – https://e-janco.com

DIGITAL BRAND MANAGER 150
DIRECTOR BUSINESS APPLICATIONS 155
DIRECTOR DISASTER RECOVERY AND BUSINESS CONTINUITY 158
DIRECTOR ELECTRONIC COMMERCE 161
DIRECTOR INFORMATION TECHNOLOGY 164
DIRECTOR IT DEPLOYMENT 167
DIRECTOR IT INFRASTRUCTURE 171
DIRECTOR IT MANAGEMENT AND CONTROL 175
DIRECTOR IT PLANNING 178
DIRECTOR MEDIA COMMUNICATIONS 180
DIRECTOR PRODUCTION SERVICES/DATA CENTER 183
DIRECTOR SAFETY PROGRAM 185
DIRECTOR SARBANES-OXLEY COMPLIANCE 188
DIRECTOR SYSTEMS AND PROGRAMMING 192
DIRECTOR SYSTEMS 194
DIRECTOR TECHNICAL SERVICES 196
DIRECTOR TELECOMMUNICATION SERVICES 199
MANAGER ACCOUNTING FOR INFORMATION TECHNOLOGY 201
MANAGER ADMINISTRATION AND FACILITIES 204
MANAGER APPLICATION DEVELOPMENT 207
MANAGER APPLICATIONS 210
MANAGER APPLICATION TECHNOLOGY 212
MANAGER ARTIFICIAL INTELLIGENCE 214
MANAGER AVAILABILITY/AUTOMATED OPERATIONS 217
MANAGER BLOCKCHAIN ARCHITECTURE 219
MANAGER BUSINESS DEVELOPMENT 222
MANAGER BYOD SUPPORT 225
MANAGER CHANGE CONTROL 227
MANAGER CLOUD APPLICATIONS 230
MANAGER COMPETITIVE INTELLIGENCE 233
MANAGER COMPLIANCE 236
MANAGER COMPUTER OPERATIONS 241
MANAGER CONTRACTS AND PRICING 244
MANAGER CONTROLLER 247
MANAGER CUSTOMER SERVICE 250
MANAGER CUSTOMER SERVICE CENTER 252
MANAGER CUSTOMER SITE SUPPORT 255
MANAGER DATA AND SYSTEMS ENGINEERING 258
MANAGER DATA CENTER 261
MANAGER DATA COMMUNICATIONS 263
MANAGER DATA SECURITY 265
MANAGER DATA WAREHOUSE 268
MANAGER DATABASE 271
MANAGER DEVICE TECHNOLOGY 274
MANAGER DISASTER RECOVERY 276
MANAGER DISASTER RECOVERY AND BUSINESS CONTINUITY 278
MANAGER E-COMMERCE 280
MANAGER ENTERPRISE ARCHITECTURE 283
MANAGER FACILITY AND EQUIPMENT SUPPORT 285
MANAGER GREEN INITIATIVES 288
MANAGER HELP DESK SUPPORT 291

© Copyright 2024 Janco Associates, Inc. - ALL RIGHTS RESERVED
® HandiGuide is a registered trademark of Janco Associates, Inc. – https://e-janco.com

MANAGER HUMAN RESOURCES 294
MANAGER INFORMATION ARCHITECTURE 297
MANAGER INTERNET – INTRANET ACTIVITIES 299
MANAGER INTERNET SYSTEMS 302
MANAGER IOT 305
MANAGER ISO IMPLEMENTATION 307
MANAGER KPI METRICS 312
MANAGER MEDIA LIBRARY SUPPORT 314
MANAGER METRICS 317
MANAGER MICROCOMPUTER TECHNOLOGY 319
MANAGER NETWORK AND COMPUTING SERVICES 321
MANAGER NETWORK SERVICES 324
MANAGER OFFICE AUTOMATION APPLICATIONS 326
MANAGER OPERATING SYSTEMS PRODUCTION 328
MANAGER OPERATIONS SUPPORT 330
MANAGER OUTPUT PROCESSING 332
MANAGER OUTSOURCING 334
MANAGER PAYROLL SYSTEM 337
MANAGER PERSONAL COMPUTING AND OFFICE AUTOMATION SUPPORT 340
MANAGER PLANNING AND INTEGRATION SERVICES 342
MANAGER POINT OF SALE 345
MANAGER PRODUCTION SERVICES 347
MANAGER PRODUCTION SUPPORT 349
MANAGER PROPERTY MANAGEMENT 351
MANAGER QUALITY CONTROL 354
MANAGER RECORD ADMINISTRATOR 357
MANAGER RE-ENGINEERING 359
MANAGER SAFETY PROGRAM 361
MANAGER SARBANES-OXLEY COMPLIANCE 364
MANAGER SECURITY AND WORKSTATIONS 368
MANAGER SERVICE LEVEL REPORTING 371
MANAGER SITE/SHIFT OPERATIONS 373
MANAGER SITE MANAGEMENT 375
MANAGER SITE SOFTWARE/DEVICE SERVICES 378
MANAGER SOCIAL NETWORKING 381
MANAGER SOFTWARE ENGINEERING 386
MANAGER STORE SYSTEMS 389
MANAGER SYSTEMS SOFTWARE 391
MANAGER SYSTEMS AND PROGRAMMING 394
MANAGER TECHNICAL SERVICES 396
MANAGER TELECOMMUNICATIONS INSTALLATION AND MAINTENANCE 398
MANAGER TELECOMMUTING 400
MANAGER TELEPHONE AND WIRELESS SERVICES 403
MANAGER TRAINING AND DOCUMENTATION 405
MANAGER TRANSACTION PROCESSING 407
MANAGER USER SUPPORT 410
MANAGER VENDOR MANAGEMENT 413
MANAGER VIDEO AND WEBSITE CONTENT 417
MANAGER VOICE AND DATA COMMUNICATIONS 420
MANAGER VOICE/WIRELESS COMMUNICATIONS 423
MANAGER WASTE MANAGEMENT 426

© Copyright 2024 Janco Associates, Inc. - ALL RIGHTS RESERVED
® HandiGuide is a registered trademark of Janco Associates, Inc. – https://e-janco.com

MANAGER WEB CONTENT 429
MANAGER WFH SUPPORT 432
MANAGER WIRELESS SYSTEMS 435

MIDDLE MANAGEMENT 439

ORGANIZATION CHART 441
ACCOUNTING SUPERVISOR 443
ASSISTANT CONTROLLER 446
BYOD SUPPORT SUPERVISOR 449
CAPACITY PLANNING SUPERVISOR 451
CHANGE CONTROL SUPERVISOR 453
COMMUNICATIONS ADMINISTRATOR 455
COMPUTER OPERATIONS ASSISTANT MANAGER 457
COMPUTER OPERATIONS ASSISTANT SUPERVISOR 459
COMPUTER OPERATIONS SHIFT MANAGER 461
COMPUTER OPERATIONS SHIFT SUPERVISOR 464
CONTRACT MANAGEMENT ADMINISTRATOR 467
CUSTOMER ACCOUNT MANAGER 470
CUSTOMER SERVICE COORDINATOR LEAD 473
CUSTOMER SERVICE SUPERVISOR 475
DATA COMMUNICATIONS ASSISTANT MANAGER 477
DATA ENTRY SUPERVISOR 479
DATABASE ADMINISTRATOR 481
DESKTOP BYOD SUPPORT SUPERVISOR 484
DISASTER RECOVERY/SPECIAL PROJECTS SUPERVISOR 486
HARDWARE INSTALLATION SUPERVISOR 488
INFORMATION CENTER MANAGER 490
MICROCOMPUTER SUPPORT SUPERVISOR 492
NETWORK SERVICES SUPERVISOR 494
PCI-DSS ADMINISTRATOR 496
PROCUREMENT ADMINISTRATOR 498
PRODUCTION SERVICES SUPERVISOR 500
PROJECT MANAGER APPLICATIONS 502
PROJECT MANAGER BLOCKCHAIN 504
PROJECT MANAGER DISTRIBUTED SYSTEMS 507
PROJECT MANAGER ENTERPRISE ARCHITECTURE 509
PROJECT MANAGER ENTERPRISE RESOURCE PLANNING (ERP) 512
PROJECT MANAGER – IMPLEMENTATION DEPLOYMENT 515
PROJECT MANAGER NETWORK TECHNICAL SERVICES 519
PROJECT MANAGER SYSTEMS 521
PROJECT MANAGER TECHNOLOGY 523
PROJECT MANAGER – TRAINING 526
RECORD MANAGEMENT COORDINATOR 529
SUPERVISOR HELP DESK 531
SUPERVISOR POS 534
SUPERVISOR POS TRAINING 536
SUPERVISOR SAFETY PROGRAM 538
SYSTEM ADMINISTRATOR 541
SYSTEM ADMINISTRATOR – LEAD 545
SYSTEM ADMINISTRATOR – LINUX 549

© Copyright 2024 Janco Associates, Inc. - ALL RIGHTS RESERVED
® HandiGuide is a registered trademark of Janco Associates, Inc. – https://e-janco.com

SYSTEM ADMINISTRATOR – UNIX 553
SYSTEM ADMINISTRATOR – WINDOWS 557
VOICE COMMUNICATIONS MANAGER 561
WASTE MANAGEMENT COORDINATOR 564
WEBMASTER 567
WI-FI NETWORK ADMINISTRATOR 571
WORD PROCESSING SUPERVISOR 574

STAFF 577

ORGANIZATION CHART 579
4TH GL SPECIALIST 581
4TH GL SPECIALIST SENIOR 583
ACCOUNT REPRESENTATIVE 586
ACCOUNTANT 589
ACCOUNTING ANALYST 591
ACCOUNTS PAYABLE CLERK 593
ADMINISTRATIVE ASSISTANT 595
ANDROID PROGRAMMER 597
AUDIOVISUAL TECHNICIAN 599
BLOCKCHAIN ANALYST 601
BLOCKCHAIN DEVELOPER 605
BUSINESS ANALYST 608
BUSINESS SERVICES ANALYST 611
BYOD SUPPORT SPECIALIST 614
CHANGE CONTROL ANALYST 616
CLOUD COMPUTING ARCHITECT 618
COMPETITIVE INTELLIGENCE ANALYST 622
COMPLIANCE & SECURITY AUDITOR 624
COMPUTER EQUIPMENT/NETWORK ANALYST 627
COMPUTER OPERATOR JUNIOR 629
COMPUTER OPERATOR 631
COMPUTER OPERATOR LEAD 633
CUSTOMER SERVICE COORDINATOR 635
DATA ANALYST 637
DATA CENTER FACILITY ADMINISTRATOR 640
DATA ENTRY CLERK 642
DATA SECURITY ADMINISTRATOR 644
DATABASE SPECIALIST 646
DESKTOP SPECIALIST 648
DESKTOP TECHNICIAN 651
DEVOPS APPLICATION DESIGNER 653
DEVOPS – QUALITY CONTROL SPECIALIST 657
DEVOPS SOFTWARE ENGINEER 660
DEVOPS VERSION CONTROL SPECIALIST 663
DIGITAL CONTENT SPECIALIST 666
DISASTER RECOVERY COORDINATOR 669
E-COMMERCE SPECIALIST 671
E-COMMERCE COORDINATOR 674
E-COMMERCE SENIOR COORDINATOR 676
ENTERPRISE ARCHITECT 678

© Copyright 2024 Janco Associates, Inc. - ALL RIGHTS RESERVED
® HandiGuide is a registered trademark of Janco Associates, Inc. – https://e-janco.com

ENTERPRISE RESOURCE PLANNING (ERP) ARCHITECT 682
ENTERPRISE RESOURCE MANAGEMENT (ERP) BUSINESS ANALYST 686
ENTERPRISE RESOURCE PLANNING (ERP) DATA ARCHITECT 689
ENTERPRISE RESOURCE MANAGEMENT (ERP) DECISION SUPPORT ANALYST 693
ENTERPRISE RESOURCE PLANNING (ERP) – DEVELOPER 696
ENTERPRISE RESOURCE PLANNING (ERP) FUNCTIONAL LEAD 698
ENTERPRISE RESOURCE PLANNING (ERP) INFRASTRUCTURE ADMINISTRATOR 701
ENTERPRISE RESOURCE PLANNING (ERP) MASTER DATA ANALYST 705
ENTERPRISE RESOURCE PLANNING (ERP) PROCESS OWNER 708
ENTERPRISE RESOURCE PLANNING (ERP) SECURITY ADMINISTRATOR 711
ENTERPRISE RESOURCE PLANNING (ERP) SECURITY ANALYST 713
ENTERPRISE RESOURCE MANAGEMENT (ERP) SUBJECT MATTER EXPERT 717
ENTERPRISE RESOURCE PLANNING (ERP) TEAM LEAD 720
ENTERPRISE RESOURCE PLANNING (ERP) TECHNICAL LEAD 724
ENTERPRISE RESOURCE PLANNING (ERP) TRAINER 727
EXECUTIVE SECRETARY 729
FORMS AND GRAPHICS DESIGNER 731
FULL STACK DEVELOPER 733
HARDWARE INSTALLATION COORDINATOR 736
HELP DESK ANALYST 738
HELP DESK TECHNICIAN 740
HUMAN RESOURCES GENERALIST 742
HUMAN RESOURCES SPECIALIST 744
IDENTITY MANAGEMENT PROTECTION ANALYST 747
INFORMATION ASSURANCE ANALYST 750
INFORMATION SECURITY ANALYST 753
INFORMATION TECHNOLOGY ASSOCIATE 757
INTERNET DEVELOPER 760
INTERNET/INTRANET ADMINISTRATOR 763
IOT – ROBOTICS SPECIALIST 766
IOT SOLUTIONS ARCHITECT 770
IT PLANNING ANALYST 774
IT SECURITY ENGINEER 776
KEY PERFORMANCE INDICATOR ANALYST 779
LAN APPLICATIONS SUPPORT ANALYST 781
LIBRARIAN 783
MAINTENANCE CONTRACT ADMINISTRATOR 785
MEDIA LIBRARIAN 787
METRICS MEASUREMENT ANALYST 789
NETWORK ADMINISTRATOR 791
NETWORK CONTROL ANALYST ASSISTANT 794
NETWORK CONTROL ANALYST 796
NETWORK ENGINEER 798
NETWORK SECURITY ANALYST 800
NETWORK SERVICES ADMINISTRATOR 803
NETWORK SPECIALIST 805
NETWORK SPECIALIST SENIOR 807
NETWORK TECHNICIAN 809
OBJECT PROGRAMMER 811
OBJECT PROGRAMMER SENIOR 813
ON-LINE TRANSACTION PROCESSING ANALYST 816

© Copyright 2024 Janco Associates, Inc. - ALL RIGHTS RESERVED
® HandiGuide is a registered trademark of Janco Associates, Inc. – https://e-janco.com

OPERATIONS ANALYST 818
OPERATIONS ANALYST SENIOR 820
OPERATIONS TRAINING COORDINATOR 822
PANDEMIC COORDINATOR 824
PCI-DSS COORDINATOR 827
PERSONAL COMPUTER SPECIALIST 829
PLANNING INTEGRATION AND CONTROL ADMINISTRATOR 831
POS COORDINATOR 833
POS HARDWARE COORDINATOR 835
POS SENIOR COORDINATOR 837
PRINT OPERATOR 839
PROCUREMENT ASSISTANT 841
PROCUREMENT COORDINATOR 843
PRODUCTION CONTROL ANALYST 845
PRODUCTION CONTROL ANALYST SENIOR 847
PRODUCTION CONTROL SPECIALIST 849
PROGRAMMER/ANALYST 851
PROGRAMMER ASSISTANT 853
PROGRAMMER 855
PROGRAMMER SENIOR 857
QUALITY MEASUREMENT ANALYST 859
ROBOTICS TECHNICIAN 861
SECURITY ARCHITECT 864
SEO SPECIALIST 867
SOCIAL MEDIA SPECIALIST 870
SOFTWARE ENGINEER 875
SOFTWARE QUALITY CONTROL TESTER 877
STAFF ACCOUNTANT 879
SYSTEMS ANALYST 882
SYSTEMS ANALYST SENIOR 884
SYSTEM ANALYST I 886
SYSTEM ANALYST II 888
SYSTEM ANALYST III 890
SYSTEM ANALYST IV 893
SYSTEM ANALYST V 897
SYSTEMS INTEGRATOR 901
SYSTEMS PROGRAMMER 903
SYSTEMS PROGRAMMER SENIOR 905
SYSTEMS SUPPORT SPECIALIST 907
SYSTEMS SUPPORT SPECIALIST SENIOR 909
TAPE LIBRARIAN 911
TECHNICAL SERVICES SPECIALIST 913
TECHNICAL SPECIALIST 915
TECHNICAL SPECIALIST SENIOR 917
TELECOMMUNICATIONS TECHNICIAN 919
UNIX PROGRAMMER 921
UNIX PROGRAMMER SENIOR 924
VOICE COMMUNICATIONS COORDINATOR 927
VOICE COMMUNICATIONS SPECIALIST 929
VOICE WIRELESS COMMUNICATIONS COORDINATOR 932
WEB3 ANALYST 934

© Copyright 2024 Janco Associates, Inc. - ALL RIGHTS RESERVED
® HandiGuide is a registered trademark of Janco Associates, Inc. – https://e-janco.com

WEB3 DEVELOPER 938
WEB ANALYST 942
WEB SITE DESIGNER 945
WI-FI APPLICATIONS SUPPORT ANALYST 948
WIRELESS COORDINATOR 950
WORD PROCESSING OPERATOR 952
WORD PROCESSING LEAD OPERATOR 954

APPENDIX 956

JOB EVALUATION QUESTIONNAIRE 958
CANDIDATE INTERVIEW CONTROL LOG 964
POSITION DESCRIPTION QUESTIONNAIRE 966
TERMINATION CHECKLIST 969
VERSION HISTORY 970

© Copyright 2024 Janco Associates, Inc. - ALL RIGHTS RESERVED
® HandiGuide is a registered trademark of Janco Associates, Inc. – https://e-janco.com

IT Hiring Kit

Standard Edition

Janco Associates, Inc.

Table of Contents

Interview and Hiring Guide 3

Introduction 3

Process for Hiring the Best People 4
Why New Hires Fail 4

Interviewer Planning 6
Preparation 7
The Interview Process 7
Interview Process 7
Standard Interview Questions 8
Questions that should be avoided 13
Day of the Interview 18
During the Interview 18
After the Interview 19
Making the Hiring Decision 20

Best Practices 21
Hiring Best Practices 21
Screening Resumes Best Practices 22
Phone Screening Best Practices 23
Top 10 Interview Best Practices 24

Background Check Process 25
Comply with Laws and Regulations 26

Candidate Best Practices 27
Review Interviewer's Best Practices 27
Create a well-designed, well-written résumé 27
Build your professional identity with a great LinkedIn profile 27
Prepare for your interview with Presenter Coach 28
Be prepared for an online interview 28

Appendix 29
Forms 29
Interview Questionnaire Form 29
Background Check Authorization 29
Job Descriptions 29
Manager Human Resources 29
Human Resources Generalist 29
Human Resources Specialist 29

Version History 30

© 2023 Copyright Janco Associates, Inc. – e-janco.com

Janco Associates, Inc.

2024

IT Salary Survey

Table of Contents

METHODOLOGY **3**
SAMPLE STATISTICS **5**
STUDY SUMMARY **6**
CIO Tenure **7**
Salaries of IT Pros are Based on Years of Experience **8**
Median Age of IT Pros **9**
Fringe Benefits Summary **10**
Compensation and IT Job Market Trends **11**
More Jobs for IT Pros Open Than Available Candidates **12**
BLS IT Compensation Analysis **13**
Mean Compensation IT Executives **14**
Large Enterprises – Executive Salaries 14
Mid-Sized Enterprises – Executive Salaries 15
US Federal Government Compensation Cap **16**
NATIONAL DATA – U.S. **17**
National Unemployment Rate **17**
Labor Participation Rate **18**
IT Job Market Analysis **19**
IT Job Market Size 2021 versus 2022 ..... **20**
DEMAND FOR IT PROFESSIONALS **21**
JOB DESCRIPTIONS **23**
IT Job Description HandiGuide **33**
Job Families **34**
IT Job Family Classification 34
Job Description Structure **35**
SUMMARY SALARY SURVEY DATA **37**
STATISTICS PRESENTED BY CITY **47**
Large Enterprises **49**
Mid-Size Enterprises **73**
NATIONAL IT SALARY ANALYSIS BY POSITION **99**

Not available in the Individual City versions of the Salary Survey

Executive Management Positions **99**
Middle Management Positions **108**
Staff Positions **141**

© 2024 Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e-janco.com https://eJobdescription.com

Risk Assessment Business & IT Impact Questionnaire

Janco Associates, Inc.

2024

Table of Contents

Business and IT Impact Analysis Questionnaire **1**

Impact - Risk **2**

Scoring **3**

Impact – Cost of Business Disruption **4**

BIA Questionnaire **5**

Facility / Business Function / Application 6

Compliance Requirements 7

Mandated e-Commerce Compliance 8

Compliance - System of Internal Controls 9

User Environment 10

Operating Environment 12

Criticality of Application 14

Processing Information 16

Application / File Servers 17

Historical Information 19

Database / File Names 20

Documentation 21

Security – Refer to Security Policies and Procedures 22

Application Support and Maintenance 23

Resource Usage 24

Equipment Requirements by Department 25

Backups 26

What's New **27**

Business and IT Impact Analysis Questionnaire

This questionnaire[1] is the basis for documentation necessary to understand the business impact and risks associated with each physical location, business function, and IT application.

A “BEST PRACTICE” is to complete this questionnaire for each physical location, application, business function, department, and organizational entity annually. In addition, as conditions change (i.e. events like 9/11) to alter the operating environment, at least the risk component should be reviewed, and actions are taken to mitigate unacceptable levels of risk.

[1] The boxes on the questionnaire that follows can be checked (or unchecked) by double clicking on the box.

Preparer: _____ Date: _____

© 2024 Janco Associates, Inc. – ALL RIGHTS RESERVED – https://e-janco.com

Threat and Vulnerability Assessment Tool

2024

Janco Associates, Inc.

TABLE OF CONTENTS

Threat & Vulnerability Assessment Process 4
- Purpose 5
- Components of a Threat & Vulnerability Assessment 5
  - Administrative Safeguards 5
  - Logical Safeguards 5
  - Physical Safeguards 5
- Threat Analysis 6
- Threat and Risk Assessment Matrix 7
- Sample Graphic 8
- Threat & Vulnerability Assessment Work Plan 9
  - Risk Management Process 9
    - Overview 9
    - Purpose 9
    - Scope 10
  - Work Plan 10
- Appendix 12
  - Forms 12
    - Threat and Vulnerability Assessment Form
    - Risk Assessment Matrix Form
    - Risk Assessment Spreadsheet
    - Threat and Vulnerability Excel Spreadsheet
  - Job Descriptions 12
    - Chief Security Officer (CSO)
    - Manager Compliance
    - Manager Security and Workstations
    - Manager SOX Compliance

What's New 13

© 2024 Copyright Janco Associates, Inc. – https://e-janco.com