

Campus Administrative Policy

Policy Title: **Enterprise Application**

Policy Number: 5015 Functional Area: **Information Technology**

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Applies to: University of Colorado Anschutz Medical Campus
 University of Colorado Denver

A. INTRODUCTION

The implementation of enterprise software is critical to the coordination of business activities across the University. These applications need access to resources and data that span the University Enterprise in a structured and properly architected way. Whether it is data interfaces to official sources of record, integrations to sources of engagement, or access to identity and authentication systems, the complexity in the design, implementation, integration, and support of these applications require a structured approach with substantial resources to ensure the value from their procurement is realized. This policy ensures this approach.

B. DEFINITIONS

An *Enterprise Application* is a software application that contains common business applications, tools for modelling how the *entire* organization works, and development tools for building applications unique to the organization. The software is intended to solve an enterprise-wide problem, rather than a departmental problem.

Enterprise level software aims to improve the enterprise's productivity and efficiency by providing business logic support functionality. According to Martin Fowler, "Enterprise applications are about the display, manipulation, and storage of large amounts of often complex data and the support or automation of business processes with that data."ⁱ

Although there is no single, widely accepted list of enterprise software characteristics, they generally include performance, scalability, and robustness. Furthermore, enterprise software typically has interfaces to other enterprise software (for example Lightweight Directory Access Protocol (LDAP) to directory services) and is centrally managed (a single administration page, for example).

Enterprise application software performs business functions such as order processing, procurement, production scheduling, customer information management, energy management, and accounting. It is typically hosted on servers and provides simultaneous services to a large number of users, typically over a computer network. This is in contrast to a single-user application that is executed on a user's personal computer and serves only one user at a time.

Enterprise Resource Planning (ERP) systems are comprehensive software packages that seek to integrate and automate a range of business processes and functions to present a holistic view of the relative business processes from a single information and IT architecture. These systems can address the processes of multiple academic and administrative units and have evolved to include systems such as customer relationship management (CRM), student application software, human resources activities, contract and grant operations, integrated Internet-enabled applications for e-business, big data, and mobile app integration just to name a few, all while being secure and accessible and providing access to information at any time and from anywhere.

C. SCOPE

This policy covers all academic, clinical, research, and administrative units, as well as centers and institutes of the University of Colorado Denver | Anschutz Medical Campus.

D. POLICY STATEMENT

1. All University of Colorado Denver | Anschutz Medical Campus enterprise applications will be so identified through the IT governance process and ultimately approved by University executive leadership. University executive leadership includes the Chancellors, Chief Financial Officers, and the Provost.

2. Enterprise applications will be identified based on the scope of the application used, the impact of the use of the application, the risk associated with the use of the application, and the required integration into existing applications and systems across the University of Colorado Denver | Anschutz Medical Campus as well as the University of Colorado System.
3. All CU Denver and CU Anschutz-based enterprise applications are the responsibility of the University of Colorado Denver | Anschutz Medical Campus Office of Information Technology (OIT) to ensure proper governance, oversight, design, business applicability, implementation, ongoing operation, and upgrades.
4. OIT will support a Service Management Engagement Group as part of the overall IT governance and engagement framework to bring together critical stakeholders in the use of the enterprise application and ensure stakeholder input into its overall operation and use. As defined in the overall IT Governance and Engagement Structure, the Service Management Engagement Group will work to ensure the harmonious operation of the multiple-stakeholder enterprise application.
5. All software which the University funds via an enterprise-level license shall be considered an enterprise application.
6. OIT will maintain a list of IT governance-approved, campus-based enterprise applications on the [OIT website](#) to ensure university-wide awareness.
7. Certain system-wide enterprise applications are managed by University Information Services (UIS) out of the President's Office. The Office of Information Technology for the University of Colorado Denver | Anschutz Medical Campus is the coordinating organization for these UIS-managed applications.
8. Procurement of all Enterprise Applications must follow the ERP Software Acquisition Policy.

Notes

1. Dates of official enactment and amendments:
February 1, 2020: Adopted by the Chancellors
2. History:
February 1, 2020: Created and adopted to establish the purpose, authority, and responsibility for the management of enterprise applications.
3. Initial Policy Effective Date: February 1, 2020
4. Cross References/Appendix:

ⁱ Fowler, M. (2003) *Patterns of Enterprise Application Architecture*, Addison-Wesley