

## Before: A Traditional Policy Document

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### Unmapped example

The example below is a policy document before the Information Mapping method has been applied.

### **IT Equipment/Services Policy**

- 1.1 A number of vendors have been approved for the purchase of IT services and equipment. Regional Managers may purchase IT services by preparing a draft Statement of Requirements, which should identify the equipment/services required, and preferred vendor from the list of approved vendors. (See item 1.3.) These vendors, and only these vendors, shall be used for all IT purchases. (For exceptions, see item 1.4 below.)
- 1.2 The IT Manager will be involved in all IT purchases. The IT Manager's role is to check and finalize the details of the Statement of Requirements (draft prepared by Regional Manager) and negotiate the terms and conditions with the vendor. The IT Manager will also need to sign all and any contracts.
- 1.3 Approved vendors are Best IT Solutions (hardware and system design and development), Integrated Technology (all hardware), and AAA Corporation (for system design and development and IT audit services). Use of these approved vendors should result in a reduction in IT costs across the whole organization and, clearly, for individual regions also.
- 1.4 Regional Managers have authority to purchase individual PCs from any vendor, following the usual purchasing process. (See also 1.3 for approved hardware vendors.)
- 1.5 Regional Managers requiring networking hardware, software, or design must use Integrated Technology, who are the only approved vendors for these services/equipment. Contact Rose Than, Customer Services Manager at Integrated Technology. (Contacts for other approved vendors are Jenny Marshall, National Business Manager at Best IT Solutions; and Carl Niall, Account Manager at AAA Corporation.)
- 1.6 The main aim of this purchasing policy is the simplification of contractual arrangements for IT services and equipment, which will be affected by the use of approved vendors. Results should also include an improvement to the quality of services provided to users.
- 1.7 The contract, covering the terms and conditions agreed by the IT Manager and the vendor, is drawn up by the Contracts Manager. Approved vendors must supply the agreed equipment/services once all parties have signed the contract.

## After: The Same Policy Document “Mapped”

### Mapped example

The example below is the Mapped version of the same document.

### Policy for Purchasing IT Equipment and Services

**Policy** It is the organization’s policy to purchase IT services and equipment from approved vendors by following a formal purchasing process.

*Exception:* Regional Managers have authority to purchase individual PCs from any vendor, following the standard purchasing process.

**Rationale** Purchasing IT services and equipment from approved vendors

- simplifies contractual arrangements
- improves the quality of services provided to users, and
- reduces IT costs for individual regions and across the organization.

**Approved vendors** The table below lists the approved vendors, the IT equipment and services to the organization, and the name of the company contact.

Vendor	Services/Equipment	Contact Name
Best IT Solutions	<ul style="list-style-type: none"> <li>• All hardware, and</li> <li>• system design and development.</li> </ul>	Jenny Marshall, National Business Manager
Integrated Technology	<ul style="list-style-type: none"> <li>• All hardware, and</li> <li>• networking hardware, software, and design.</li> </ul>	Rose Than, Customer Services Manager
AAA Corporation	<ul style="list-style-type: none"> <li>• System design and development, and</li> <li>• IT audit services.</li> </ul>	Carl Niall, Account Manager

**Purchasing process** The table below describes the process for purchasing IT equipment or services from an approved vendor.

Stage	Who	Does What
1	Regional Manager	Drafts Statement of Requirements, identifying the <ul style="list-style-type: none"> <li>• equipment/services required, and</li> <li>• preferred vendor from the list of approved vendors.</li> </ul>
2	IT Manager	<ul style="list-style-type: none"> <li>• Finalizes the Statement of Requirements and</li> <li>• Negotiates terms and conditions with the vendor.</li> </ul>
3	Contracts Manager	Prepares a contract covering the agreed terms and conditions.
4	<ul style="list-style-type: none"> <li>• Regional Manager</li> <li>• IT Manager, and</li> <li>• vendors</li> </ul>	Sign the contract.
5	The vendor	Supplies agreed equipment/services.