



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS

APPLICABILITY
DEPARTMENT WIDE

REVISION DATE
1/11/22

PAGE NUMBER
1 of 5

NUMBER
DOC 280.825

POLICY

TITLE
TECHNOLOGY GOVERNANCE

REVIEW/REVISION HISTORY:

Effective: 1/15/97
 Revised: 4/7/04
 Revised: 2/12/07
 Revised: 10/18/07
 Revised: 8/9/10
 Revised: 4/20/15
 Revised: 9/30/19
 Revised: 1/11/22

SUMMARY OF REVISION/REVIEW:

Major changes to include the addition of an Enterprise Architecture Office and the IT Architecture Review Board. Read carefully!

APPROVED:

Signature on file

CHERYL STRANGE, Secretary
 Department of Corrections

12/21/21

 Date Signed

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REFERENCES:

DOC 100.100 is hereby incorporated into this policy; [RCW 43.105](#); [OCIO 112 Managing Information Technology Portfolios](#); [OCIO 114 Business Application/System Governance](#); [OCIO 131 Managing Information Technology Projects](#)

POLICY:

- I. The Department has established guidelines to prioritize and process requests for Information Technology (IT) work efforts including service, reported defects, and projects.
 - A. Requests must be submitted through the IT service request process to ensure appropriate approvals, prioritization, and tracking.
- II. IT resources will only be assigned when requests have been reviewed and approved by the appropriate committee and/or board.

DIRECTIVE:

- I. Responsibilities
 - A. The Enterprise Architecture Office will:
 1. Define, maintain, and update IT standards and principals to guide future development, acquisition, and enhancement of IT applications and infrastructure.
 2. Ensure alignment between the Department’s IT management portfolio/ goals with current and future business processes, planning, and capital investments.
 3. Facilitate and assign IT members to the IT Architecture Review Board.
 - B. The Chief Information Officer/designee will designate an IT Governance Liaison and IT employees as the IT Management Team to review resource management and planning at least annually.
 - C. Per OCIO 114 Business Application/System Governance, an employee will be designated for each application/system as a:
 1. Business owner by the Information Technology Governance Board (ITGB) to ensure Department needs and priorities are met.

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2. Technical owner by the IT Management Team to ensure priorities are implemented as determined by the ITGB/Business Collaboration Committee (BCC).

II. Information Technology Governance Board (ITGB)

- A. The ITGB will consist of employees designated by executive leadership to review and approve IT-related projects by:
 1. Meeting at least quarterly,
 2. Ensuring alignment with the Department's mission and vision within available resources,
 3. Evaluating, approving, and prioritizing requests for new IT-related projects (e.g., new applications/services, major updates/enhancements),
 - a. Projects that are not approved will be returned to the requestor.
 4. Providing recommendations for major IT work (e.g., system upgrades), as appropriate, and allocating resources, and
 5. Documenting decisions on the IT Governance SharePoint site.

III. Business Collaboration Committee (BCC)

- A. The BCC will consist of employees from each division designated by the ITGB and will review and approve IT application/system enhancements (e.g., updated/new reports, screens, or data tables) by meeting at least every other month to:
 1. Identify opportunities for collaboration,
 2. Resolve conflicting requests,
 3. Evaluate and prioritize requests, and
 4. Document decisions on the IT Governance SharePoint site.

IV. Prioritization Process

- A. Requests will be evaluated and prioritized based on impact and urgency.
 1. Prioritization criteria will include consideration of RCWs, court orders, legislative mandates, and safety.
 2. Requests for IT work from the Incident Command System (ICS) and reported defects will be assigned the highest priority level and do not require review/approval from the ITGB/BCC.

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3. Requests for standard work, except application/system enhancements or defects, will have a default priority level assigned. A higher priority level may be assigned based on increased urgency.

B. The appropriate authority will ensure regular status updates (e.g., work in progress, reviewed, awaiting priority level) are provided to the requestor.

C. Solutions that can be applied Department wide will be shown preference over those that only apply to a single organizational unit/area.

D. Approved requests will be assigned for work based on prioritization rating and resource availability.

V. The Architecture Review Board

A. The IT Architecture Review Board provides oversight to ensure IT applications and systems align with the Department's current and future IT investment strategies.

B. All requests for new systems (i.e., applications, hardware, software) must be reviewed and approved by the IT Architecture Review Board.

C. The Architecture Review Board will be coordinated and facilitated by the Enterprise Architecture Office and will:

1. Consist of IT employees designated by the IT Chief Architect,
2. Review, approve, and maintain new/updated IT architecture and designs,
3. Maintain and update the IT architectural risk register, and
4. Provide support and awareness of IT architectural concepts, standards, and structures.

VI. Appeals

A. Appeals may be submitted within 60 days of receiving the decision as follows:

1. Standard work may be appealed to the IT Service Delivery Manager.
2. Application/system enhancements and non-standard work may be appealed to the BCC.
3. Projects may be appealed to the ITGB.

B. Receipt of appeal will be provided within 60 days and include a projected status for review by the appropriate authority.

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DEFINITIONS:

The following words/terms are important to this policy and are defined in the glossary section of the Policy Manual: Project. Other words/terms appearing in this policy may also be defined in the glossary.

ATTACHMENTS:

None

DOC FORMS:

None