

Policy & Standard Background

Name: Policy 113 – Technology Business Management

Purpose of Action: Sunset Review and update to existing policy

What is the business case for the policy/standard?

[RCW 43.105.054 Section 2\(f\)](#) requires TBM Program.

The program establishes process and practices that support monitoring IT spend and ongoing financial performance of technology investments.

From lessons learned, we have streamlined program work efforts and processes to reduce the impact on agencies and updated the policy language to capture program changes.

What are the key objectives of the policy/standard?

This policy establishes a program that uses data driven analytics to help agencies identify opportunities for savings and efficiencies of IT expenditures.

Initial agency participation requirements were complex. Changes to the policy reduce complexity and establishes a program that helps agencies link IT spend to business service and value.

How does policy/standard promote or support alignment with strategies?

This policy supports efficient, effective and accountable government (Results Washington Goal 5) for transparency and accountability by:

- Showing what agencies are getting for their IT expenditures
- Reusing industry standard IT spend taxonomy and common terms

What are the implementation considerations?

In 2016, 104 agencies registered IT spend in AFRS and by this policy, 44 agencies representing 63% of statewide IT spend, must categorize expenditures through the TBM Program. Of the remaining

60 agencies, 49 are below the policy threshold and 11 agencies are associated with higher education, judicial and legislative government and not part of the program per [RCW 43.105.205 \(Section 3 & 4\)](#).

Based on lessons learned, the updated standards reduces the 44 agencies time commitment to categorize spend, minimizes support of their foundational program elements and helps them identify where IT spend is occurring.

From December 2016 – February 2017 , the program had one-on-one meetings with all 44 agencies CIO and CFO offices to discuss the changes and organizational impact.

How will we know if the policy is successful?

The number of agencies in the program who have categorized their IT spend and able to report increases to 100%.

Agencies with miscoded IT expenditures will be able to identify and correct future coding errors to increase accuracy and reduce the amount of unidentifiable IT spend to 0%.

The program can meet transparency and accountability goals by continually publishing IT spend reports on the OCIO website on a monthly basis.

The program can report an upward trend in the number of agencies who mature their TBM practice to a level that monitors ongoing performance of their IT investment including the ability to show IT value to the business services.