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PURPOSE

Technology has become core to program and service delivery. Business executives and leaders must remain active, engaged and accountable to ensure that technology solutions support the business now and into the future.

This policy establishes expectations for the business-driven [governance](https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#governance) [1] of [business applications/system](https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#businessapp)s [2] in use within an agency or shared by multiple agencies. It specifically deals with the handling of known system defects and enhancement requests. It creates a shared responsibility between business and technology for the management of these application/systems.

# POLICY STATEMENT

1. Each [business application/system](https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#businessapp) [2] must have a named business owner/steward who has ultimate responsibility and accountability for ensuring the system meets business needs and priorities. Business owners/stewards facilitate the business prioritization process across the agencies that use the application/system and work with the technical owner/steward to ensure priorities are implemented through [governance](https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#governance) [1] processes. In addition, business owners are responsible for identifying and escalating business priorities as determined by the governance process.
2. Each [business application/system](https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#businessapp) [2] must have a named technical owner/steward who ensures business and technical priorities are implemented as determined through governance processes.In addition, technical owners are responsible for identifying and escalating technical priorities as determined by the governance process.
3. Agencies must ensure that [business applications/systems](https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#businessapp) [2] have formalized, documented and transparent governance to support prioritization of known system defects and enhancement requests.
	1. The amount of governance for any particular system will be commensurate with the criticality of that system as determined by the agency.
	2. Governance documentation must identify the business and technical rationale for prioritizing system defects and enhancements.
	3. Documentation about governance processes and activities as well as the resulting decisions must be published so that interested stakeholders can easily find the information.
4. Agencies must have documented processes in place to support the:
	1. Reporting and recording identified defects and system enhancements,
	2. Tracking of known system defects and system enhancement requests through resolution,
	3. Identification, categorization and triage of critical issues that require priority or emergent attention,
	4. Prioritization of the reported system defects and enhancement requests for action,
	5. Escalation and communication of [critical issues](https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#criticalissue) [3] or as otherwise indicated, and
	6. Routine status reporting on [critical issue](https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#criticalissue)s [3] and priority items

NOTE: In determining priority and resolution dates, agencies may consider the availability of viable workarounds or other mitigations.

1. Agencies are responsible for ensuring that staff are trained on the procedures and processes developed in support of this policy.
2. Agencies are responsible for monitoring compliance with established internal processes and certifying compliance annually or as instructed by the Office of the Chief Information Officer.

# Contact Information

Contact OCIO Policy & Waiver Mailbox [4] for additional information or to [request a waive](https://ocio.wa.gov/policies/policy-103-technology-policy-standards-waiver-request)r [5].

# Approval Date:

March 15, 2016

Sunset Review Date

March 31, 2019

# REVISION HISTORY

|  |  |
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| **Date** | **Action taken** |
| **3/15/2016** | **New policy adopted by the Technology Services Board today** |
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APPROVING AUTHORITY

/s/ Michael Cockrill

State Chief Information Officer Chair, Technology Services Board

Source URL: [https://ocio.wa.gov/policies/114-business-application/system-governanc](https://ocio.wa.gov/policies/114-business-application/system-governance)e

Links:

[1] https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#governance

[2] https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#businessapp

[3] https://ocio.wa.gov/definition-terms-used-ocio-policies-and-reports#criticalissue

[4] mailto:ocio.policy@watech.wa.gov?subject=Policy%20114%20-%20System%20Governance

[5] https://ocio.wa.gov/policies/policy-103-technology-policy-standards-waiver-request

[6] https://ocio.wa.gov/business-owner/steward-qualifications-and-characteristics

[7] https://ocio.wa.gov/technical-owner/steward-qualifications-and-characteristics