

PURPOSE

This policy is intended to promote agency awareness of and emphasis on commonly used software product retirement planning in order to ensure that the agency stops using the software before it reaches end-of-support [1].

Most software vendors and manufacturers maintain software versions for only specific periods of time after which the product is retired in favor of more current versions of the product, or is discontinued entirely. These product lifecycles are customarily known well in advance of end-of-support.

Once software reaches end-of-support, issues within the software, including fixing known security vulnerabilities, are no longer corrected by the vendor. This presents a risk to both the agency and the state. In addition to any security risks, the agency may encounter difficulties interoperating with other agencies or applications or the software could stop working entirely.

POLICY STATEMENT

1. All software listed in the Commonly Used Software Product Standard [2] must be maintained at a version supported by the vendor or manufacturer. Use of the software must be discontinued before the product's end-of-support [1].

RESPONSIBILITIES

State Chief Information Officer (or designee)

- Regularly publish and widely announce a document that shows the end-of support?? [1] dates for products contained in the Commonly Used Software Product Standard [2].
- Periodically communicate to agency heads, agency chief information officers and the Office of Financial Management about published end-of-support timelines.
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Monitor for compliance with this policy and for migration of commonly used software products to current, supported versions, including the compliance of statewide enterprise applications/systems.

- Provide specific instructions about potential mitigations and waiver requirements for commonly used software products approaching end of support.
- Research and recommend replacement software solutions if commonly used software products are retired with no migration path.
- Advocate for funding and resourcing of migrations of commonly used software products.
- Supply a vehicle for agencies to share information about planned software retirements and mitigations.

Agencies will:

- Maintain an awareness of and plan for commonly used software product roadmaps. This includes early assessment of impacts to sufficiently plan, fund and allocate resources for decommission or migration of software nearing end of support.
- Assign resources to support the agency commonly used software product retirement plan.
- Discontinue use of commonly used software products prior to the scheduled end-of-support dates as required.
- Include language in agency contracts providing notice to vendors of the requirements of this policy when appropriate to the service or product.
- Supply compliance information to the OCIO as required by waiver instructions for a specific product.
- Agencies are encouraged to extend these software retirement practices beyond commonly used software products.

CONTACT INFORMATION

Contact [OCIO Policy & Waiver Mailbox](#) ^[3] for additional information or to [request a waiver](#) ^[4].

REVISION HISTORY:

This is a new policy.

SUNSET REVIEW DATE:

August 31, 2017.

ADOPTION DATE:

August 25, 2015

TSB APPROVAL DATE:

December 9, 2015

APPROVING AUTHORITY

/s/ Michael Cockrill

State Chief Information Officer

Chair, Technology Services Board

Source URL: <https://ocio.wa.gov/policies/policy-186-commonly-used-software-product-retirement-policy>

Links:

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

[2] <https://ocio.wa.gov/policies/commonly-used-software-product-standard>

[3] <mailto:ocio.policy@ocio.wa.gov?subject=Policy%20186%3A%20%20Commonly%20Used%20Software%20Product>

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

[5] <https://ocio.wa.gov/sites/default/files/Roadmap%20for%20Execs%20updt.xlsx>

[6] https://ocio.wa.gov/sites/default/files/Documents/FY16_to_FY021_SW_Retirements_VIsio_Updt.pdf