



STATE OF WASHINGTON

“the consolidated technology services agency” RCW 43.105.006

**WASHINGTON TECHNOLOGY SOLUTIONS**

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January 13, 2016

**TO:** Agency Directors

**FROM:** Michael Cockrill, Chief Information Officer

A handwritten signature in blue ink, appearing to read "Michael Cockrill".

**SUBJECT: Instructions for Compliance with Governor’s Directive 16-01**

On January 11, 2016, the Governor [directed](#) agency directors to ensure the existence of appropriate and accountable governance for critical systems so that priority issues are given priority attention. This memo describes how agencies are to submit the require attestation.

While every agency should plan to submit an attestation, not every agency will have a critical system. A critical system is one that supports public health or safety, revenue collection, payments or otherwise supports services for vulnerable and/or disadvantaged residents.

The attached form should be used when providing agency response.

**For agencies with critical systems as defined in the directive:**

- Complete the agency name and contact information section.
- For each critical systems identified:
  - List the system/application name.
  - Identify the accountable Business Sponsor. The sponsor should be a business person, not a technology person, who has sufficient organizational influence to bring resources to bear on the issue and to escalate directly to the agency director as needed.
  - Answer Yes or No to the question about whether known problems for this system have been reviewed to ensure appropriate priority and accountability. If no, on a separate sheet, provide information about the status of review and the date by which this review will be complete.
  - Answer Yes or No to the question about whether known enhancement requests have been reviewed to ensure appropriate priority and accountability. If no, on a separate sheet, provide information about the status of the review and the date by which this review will be complete.
  - Enter the name of the agency director and affix the signature of the agency director.

In assessing whether priority is appropriately identified, agency directors should consider things like whether or not there are viable workarounds that can be used until the system fix is implemented, the amount of time needed to make and test system changes, risk and compliance factors and the impacts to customers, system users and stakeholders.

When assessing whether there is accountability, agency directors should consider things like whether planned fix dates are commensurate with priorities, impacted users and stakeholders are in agreement with and accountable to the planned fix dates, that processes support regular status reporting and visibility to the Business Sponsor and whether escalation paths have been defined and are used successfully when needed.

**For agencies with no identified critical systems:**

- Complete the agency name and contact information section.
- On the first line in the critical system column, include the note "Agency has no critical systems to report."
- Enter the name of the agency director and affix the signature of the agency director.

Agency directors must provide a response, using the attached form, no later than January 29, 2016. Attestations should be submitted electronically to the [OCIO's Policy Mailbox](#).

If you have questions or concerns, please contact [Rob St. John](#), Deputy Director, Office of the Chief Information Officer, at 360-407-9150 or [Sue Langen](#), Senior Policy and Enterprise Systems Advisor at 360-407-8686.

Attachment

cc: Agency CIOs