

Policy No. 186 – Commonly Used Software Product Retirement Policy

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. While this policy pertains to commonly used software, agencies are encouraged to extend this software retirement policy beyond commonly used software products

Most software vendors and manufacturers maintain software versions for specific periods of time after which the product is retired in favor of more current versions, 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 integrating IT solutions with other agencies or applications, or the software could stop working entirely.

Policy Statement

All software listed in the [Commonly Used Software Product Standard](#) 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 date.

Roles and Responsibilities

The **State Office of the Chief Information Officer (OCIO)** will:

- Regularly publish and widely announce a document that shows the end-of support dates for products contained in the Commonly Used Software Product Standard.
- Periodically communicate to agency heads, agency chief information officers and the Office of Financial Management about published end-of-support timelines.
- Provide specific instructions about potential mitigations and waiver requirements for commonly used software products approaching end of support.

- Advocate for migrations of commonly used software products including resources.

Agencies will:

- Maintain an awareness of commonly used software product roadmaps and plan for product decommission and/or migration.
- 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.

Contact Information:

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

Revision History:

Date	Action Taken
December 2017	On 12/11/2017 the full TSB approved the adopted policy with no changes.
November 2017	On 11/09/2017, TSB Policy & Portfolio Subcommittee recommended adoption of the sunset reviewed standard pending full TSB approval. Adopted per State CIO on 11/13/2017, policy published and in effect.
August 25, 2015	Policy Adopted

Sunset Review Date:

September 30, 2019

Adoption Date:

November 13, 2017

Approval Date:

December 11, 2017

Approving Authority:

Rob St. John, Acting Chief Information Officer