

Purpose:

This policy establishes expectations for the business-driven governance of business applications/systems 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.

Effective Date: 3/15/2016

See Also:

[Business Owner/Steward Qualifications & Characteristics](#)

[Technical Owner/Steward Qualifications & Characteristics](#)

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 of business applications/systems 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 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 processes. In addition, business owners are responsible for identifying and escalating business priorities as determined by the governance process.
 2. Each business application/system 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 have formalized, documented and transparent governance to support prioritization of known system defects and enhancement requests.
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- 3.1. The amount of governance for any particular system will be commensurate with the criticality of that system as determined by the agency.
- 3.2. Governance documentation must identify the business and technical rationale for prioritizing system defects and enhancements.
- 3.3. 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:
 - 4.1. Reporting and recording identified defects and system enhancements,
 - 4.2. Tracking of known system defects and system enhancement requests through resolution,
 - 4.3. Identification, categorization and triage of critical issues that require priority or emergent attention,
 - 4.4. Prioritization of the reported system defects and enhancement requests for action,
 - 4.5. Escalation and communication of critical issues or as otherwise indicated, and
 - 4.6. Routine status reporting on critical issues and priority items

NOTE: In determining priority and resolution dates, agencies may consider the availability of viable workarounds or other mitigations.
5. Agencies are responsible for ensuring that staff are trained on the procedures and processes developed in support of this policy.
6. 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 for additional information or to request a waiver.

Approval Date: March 15, 2016

Sunset Review Date March 31, 2019

REVISION HISTORY

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

APPROVING AUTHORITY

/s/ Michael Cockrill
State Chief Information Officer
Chair, Technology Services Board