



## DIRECTIVE OF THE GOVERNOR

16-01

January 11, 2016

To: All Executive Branch Agency Directors

From: Jay Inslee, Governor

Subject: Providing Accountability for State Systems Responsible for Critical Functionality

Washington State Agencies provide critical services to residents and businesses within the state. These services rely on information technology (IT) systems to perform accurate transactions, calculations, and administration within policy frameworks as defined by state and federal law, governing body regulation, and the agencies themselves.

The State must require an acceptable level of accountability for the health and performance for IT systems responsible for critical functionality. Often these IT systems perform multiple functions with multiple business and technology owners, with inadequate or undefined processes for prioritizing and managing critical issues.

While the State maintains many IT systems within its agencies, IT systems that support public safety, public health, accounting/financial administration, state revenue collection, and administration of services for vulnerable and/or disadvantaged residents are of the utmost priority.

To improve oversight of IT systems that oversee critical services, and to ensure these systems operate in accordance of the law and established policy, I am directing all state agency directors who maintain critical IT systems to, by January 29, 2016:

1. Develop an inventory of critical IT systems managed by their agencies. These will be defined as systems for public safety, public health, accounting/financial administration, state revenue collection, and administration of services for vulnerable and/or disadvantaged residents.
2. Ensure known issues and change requests are assigned appropriate priority for each critical IT system. This prioritization may include system defects, critical fixes, significant errors, liability issues, and compliance with state law and existing policies.

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3. Identify a single business owner for each critical IT system. Each IT system within an agency must have a designated business owner. This person shall act as a single point of accountability, responsible for work prioritization, implementation, business process management, and escalation to the Agency Director or the Office of the Governor if appropriate.

Each Agency Director must attest to the completion of all three of the items above, and report to the State Office of the Chief Information Officer (CIO) the inventory of critical IT systems and affiliated Business Owners and contact information. The review of each critical IT system will be subject to review by the State CIO.

In addition, I am directing the CIO to, by March 31, 2016, develop policy that sets ongoing requirements of state agencies regarding governance standards for critical IT systems.