

Process steps

Title:	ODHS OHA 070-007-01 Information Technology Standards Exception Process
Related to:	ODHS OHA 070-007 Information Technology Standards Policy
Effective date:	06/07/2021

Purpose

This process describes how the Oregon Department of Human Services (ODHS) and the Oregon Health Authority (OHA) obtain exceptions to standard information technology (IT) products or services and mobile applications. This process will be used when the request for IT products or services and mobile applications are not listed on the *IT Standards and Approved Products List* or the *Mobile Application Approval List* for ODHS and OHA.

Applicability

This process applies to all ODHS and OHA staff including employees, volunteers, and interns as well as contractors and partners.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

Process

1. From the Information Technology Asset Management (ITAM) Acquisition Process, requests for products or services not listed on the *IT Standards and Approved Products List* or the *Mobile Application Approval List* are sent to the Office of Information Services (OIS) Customer Services and Support (CSS) (e.g., IT Standards Coordinator or the Mobile Device Coordinator, depending on the request). Accommodation requests are also reviewed by the American's with Disabilities Act (ADA) manager.
2. If there isn't an existing IT standard to meet the requestor's needs, the request is sent to the IT Standards Exception Committee for review.
3. If the request requires a decision before the next meeting, the coordinator sends an urgent email to the IT Standards Exception Committee with a timeline for a response.
4. The IT Standards Exception Committee reviews the request including a review of the end-user license agreement (EULA) and an information security review.
5. If the request is approved and a cloud workbook is required, the IT Standards Exception Committee refers the request to OIS Business Engagement Services (BES).
 - a. BES notifies the coordinator if the cloud workbook is approved or denied.

- b. The coordinator updates the *IT Standards Exception Log*, and returns the request to the ITAM Acquisition Process.
6. For approved requests that do not require a cloud workbook, the coordinator:
 - a. Notifies the requestor of the approval.
 - b. Notifies ITAM of the approval for software.
 - c. Updates the applicable *IT Standards Exceptions Log* or the *Mobile Application Approval List*.
7. If the request is denied, the coordinator:
 - a. Notifies the requestor of the denial, providing alternatives if available.
 - b. Updates the applicable *IT Standards Exceptions Log* or the *Mobile Application Approval List*.
8. Appeals of a denied exception may be requested by the business unit director or director designee to the OIS Chief Enterprise Architect.
 - a. The CIO or designee reviews the appeal requests.
 - b. Decisions made by the CIO or designee are final and communicated to the business unit director or director designee.
9. The coordinator provides information to the IT Standards Committee on the approved or denied exception requests. The IT Standards Committee uses this information for future IT standards setting considerations and for tracking approvals and denials.

References

[ODHS|OHA IT Standards and Approved Products List](#)

[Mobile Application Approval List](#)

[Oregon Administrative Rules 125-246-0100](#)

[DAS 50.020.10 ADA and Reasonable Accommodation in Employment](#)

[ODHS|OHA 070-070-02 Information Technology Standards Exception Process Map](#)

[ODHS|OHA 070-014-01 Information Technology Asset Management Acquisition Process](#)

[ODHS|OHA 070-014-02 Information Technology Asset Management Acquisition Process Map](#)

[Service Desk Online](#)

[2019 Statewide Information and Cyber Security Standards](#)

[ADA Accommodation Process](#)

Forms referenced

[MSC 0075 IT Purchase/Acquisition Request Form](#)

[MSC 2731 Non-Standard iOS App Request Form](#)

Related policies

[DAS 107-004-130 Information Technology Investment Review/Approval](#)

[ODHS|OHA 070-007 Information Technology Standards Policy](#)

[ODHS|OHA 070-014 Information Technology Asset Management Policy](#)

[ODHS|OHA 010-013 Alternate Formats and Language Access Services Policy](#)

[ODHS 060-034 Reasonable Accommodation Policy](#)

Contact

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Process History

Initial release DHS 070-007-01 established 05/06/02

Replaced by joint process and renamed

Version 1 DHS|OHA 070-007-01 established 09/01/16

Version 2 ODHS|OHA 070-007-01 06/07/2021

Keywords

Accommodations, exception, IT standards, IT Standards Coordinator, IT Standards Exception Committee, IT Standards and Approved Products List, Mobile Application Approval List, Mobile Device Coordinator, standards

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