

Operational Policy

Policy title:	Information Technology Standards Policy		
Policy number:	ODHS OHA 070-007		
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Approved:	Kris Kautz, Deputy Director OHA Don Erickson, Chief Administrative Officer ODHS		

Purpose

The Oregon Department of Human Services (ODHS) and the Oregon Health Authority (OHA) are committed to setting consistent information technology (IT) standards for the selection, purchase, and development of efficient and cost-effective IT solutions in support of business needs. Adopting IT standards is an agency best practice, and may be a matter of compliance with laws, rules, or industry practices.

Description

This policy describes the purpose, use, creation, and possibility for exceptions to IT standards. Standardization helps to maximize compatibility, interoperability, safety, repeatability, and quality of technology products, practices, methods, and protocols, while reducing complexity (which also reduces training and support needs), and a variety of costs. This policy applies to the selection and purchase of IT hardware and software.

Applicability

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

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rules, and state and federal laws. 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.

Policy

1. The Office of Information Services (OIS), in collaboration with ODHS|OHA, shall establish IT standards for the selection and purchase of efficient and cost-effective IT hardware and software that meet and support business needs.
2. The IT Standards Committee shall:
 - a. Ensure IT standards meet business needs and are compatible with other IT products and services. This includes requests for new, amended, or replacement IT standards.

- b. Ensure good stewardship in representing agency business interests, end-user impacts, and budget implications as applied to the effective use and investment of technology.
3. IT standards set by the IT Standards Committee shall be shared with the OIS Executive Team annually.
4. IT standards shall be based on:
 - a. Alignment with the mission, vision, values, goals, objectives, and strategies of OIS, ODHS and OHA.
 - b. Industry, federal, and state IT standards and best practice guidelines.
5. An established *IT Standards and Approved Products List* and the *Mobile Application Approval List* shall be published on the ODHS|OHA Intranet.
6. Requests for exceptions to established IT standards shall follow the ODHS|OHA 070-007-01 Information Technology Standards Exception Process.
7. Requests for exceptions to established IT standards related to the Americans with Disabilities Act and Language Access accommodation requests shall be prioritized for completion.

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 070-070-01 Information Technology Standards Exception Process](#)
[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 Request/Acquisition Form](#)
[MSC 2731 Non-Standard iOS App Request Form](#)

Related policies

[DAS 107-004-010 Information Technology Asset Inventory & Management](#)
[DAS 107-004-130 Information Technology Investment Review/Approval](#)
[ODHS|OHA 010-013 Alternate Formats and Language Access Services Policy](#)
[ODHS 060-034 Reasonable Accommodation Policy](#)
[ODHS|OHA 070-014 Information Technology Asset Management Policy](#)

Contact

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Policy history

Version 1 DHS-070-007 established 05/06/02

Version 2 Established joint DHS|OHA policy 09/01/2016

Version 3 Revised 06/07/2021

Keywords

Exception, hardware, information, Mobile Application Approval List, IT standards, IT Standards and Approved Products List, software, standard, technology

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