

EA-02

State CIO Adopted: July 19, 2023
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Replaces:
IT Policy 185 - Establishing an
Enterprise Service
April 14, 2017

ESTABLISHING AN ENTERPRISE SERVICE POLICY

See Also:

RCW [43.105.054](#) OCIO Governance
RCW [43.105.450](#) (3ai)
RCW [43.105.265](#) (1) Enterprise Strategy
RCW [43.105.205](#) (3) Higher Ed
RCW [43.105.287](#) (4) K-12

1. An [enterprise service](#) is a service that all state government agencies with a certain business need or process are required to use. Agencies must not adopt a similar service unless they have an approved waiver. Enterprise services can support common administrative business processes such as accounting, payroll, etc., or they can include Information Technology applications or services commonly used by agencies.
2. The following criteria must be considered when establishing an enterprise service:
 - a. Adherence to and cohesion with established policies and enterprise services.
 - b. Opportunities for:
 - i. Deriving economies of scale and/or efficiencies from subsequent planning, analysis, and decision making.
 - ii. Customer agencies to provide input to the service and participate in decisions.
 - iii. Providing standard data collection across agencies to effect standardization, reporting, and creating better outcomes in value.
 - iv. Establishing better/improved security and mitigate risk for the service.
 - v. Reducing the complexity of a service, leading to improvements in training, support, and stability.
 - vi. Improving interoperability of the service and supporting modern technology ecosystems.

- vii. Improving or enhancing customer experience.
- viii. Streamlining and standardizing business processes across state government agencies.
- ix. Enhancing, maturing, and improving a service to meet current and future needs.

3. Any agency may submit an Enterprise Service Proposal (under development) signed by the agency head and CIO to WaTech's Policy Mailbox.

4. The state Chief Information Officer (CIO) or designee determines enterprise service designation.

- a. The state CIO will evaluate and approve or disapprove the proposed IT investment.
- b. The state CIO will leverage the [IT governance framework](#) including a minimum of 30-day community review period to evaluate enterprise services.
- c. Over the life of the service, lifecycle decisions must be made to address changing business drivers and market conditions. To ensure that a service remains viable, factors such as changes to external regulations, service improvement opportunities, technology trends, service names, and/or prices may be considered.

5. OFM must approve any plans for agency budget allocations and/or allotment increases to fund the service.

6. The adoption timeline for each agency to use an enterprise service is developed by the [Enterprise Service Business Owner](#), [Enterprise Service Owner](#), and the [IT governance body](#).

- a. The proposed agency adoption timeline must minimally include the following:
 - i. Planned pace of adoption.
 - ii. Total planned duration for adoption by all agencies in scope.
 - iii. Barriers to adoption.
 - iv. Defined triggers for agency adoption. Examples could include agency investments for maintenance, enhancements,

replacement, or acquisition of a similar system. Overall strategy for adoption.

- b. Agencies must support the adoption of established enterprise services.
 - i. Agencies must evaluate their inventory against any new enterprise service designations. If significant barriers to adoption exist, agencies must follow the [waiver policy](#).
 - ii. Agencies must allocate agency resources for enterprise service planning and decision-making.

7. WaTech will list established enterprise services as standards under this policy and notify agencies when a new service is under consideration or has been established.

REFERENCES

1. [Definition of Terms Used in WaTech Policies and Reports](#)
2. Enterprise Service Proposal
3. [Information Technology \(IT\) Enterprise Governance SharePoint](#)
4. [Enterprise Governance website](#)

CONTACT:

For questions about this policy, please email the WaTech [policy inbox](#).