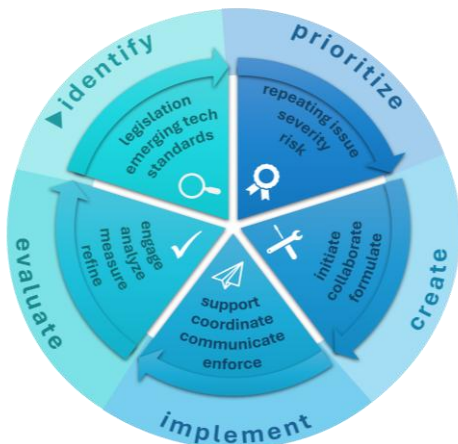


# Enterprise Technology Policy Management

Last updated October 2025

This program defines and maintains the standards and policies that govern information technology across the state of Washington. It ensures that a diverse cross-section of agency and institutional experts actively participate in the development, review and continuous improvement of technical policies and standards. The Washington State Legislature authorizes WaTech to

Figure 1: Policy Development



establish these policies on behalf of state agencies, providing a unified foundation for statewide technology governance.

Policies are a critical component of the state’s operating model, helping to steer strategic direction, guide investments and promote consistency in the use of technology across government.

Policy development follows a defined lifecycle (Figure 1), and policies and standards are developed, revised and approved in alignment with WaTech’s policy

governance framework (Figure 2).

More detailed information on policy governance and existing boards and committees can be found at [Boards and Committees](#).

## Helpful information

### Service availability

8AM – 5PM, M-F

### Related services

- [Strategic Technology Programs](#)
- [Policy & Governance](#)

### How to request service

Submit policy questions to [WaTech’s Policy mailbox](#).

To request a policy waiver, see [POL-01-01-PR](#) for instructions.

### Service Owner

Enterprise Policy Manager

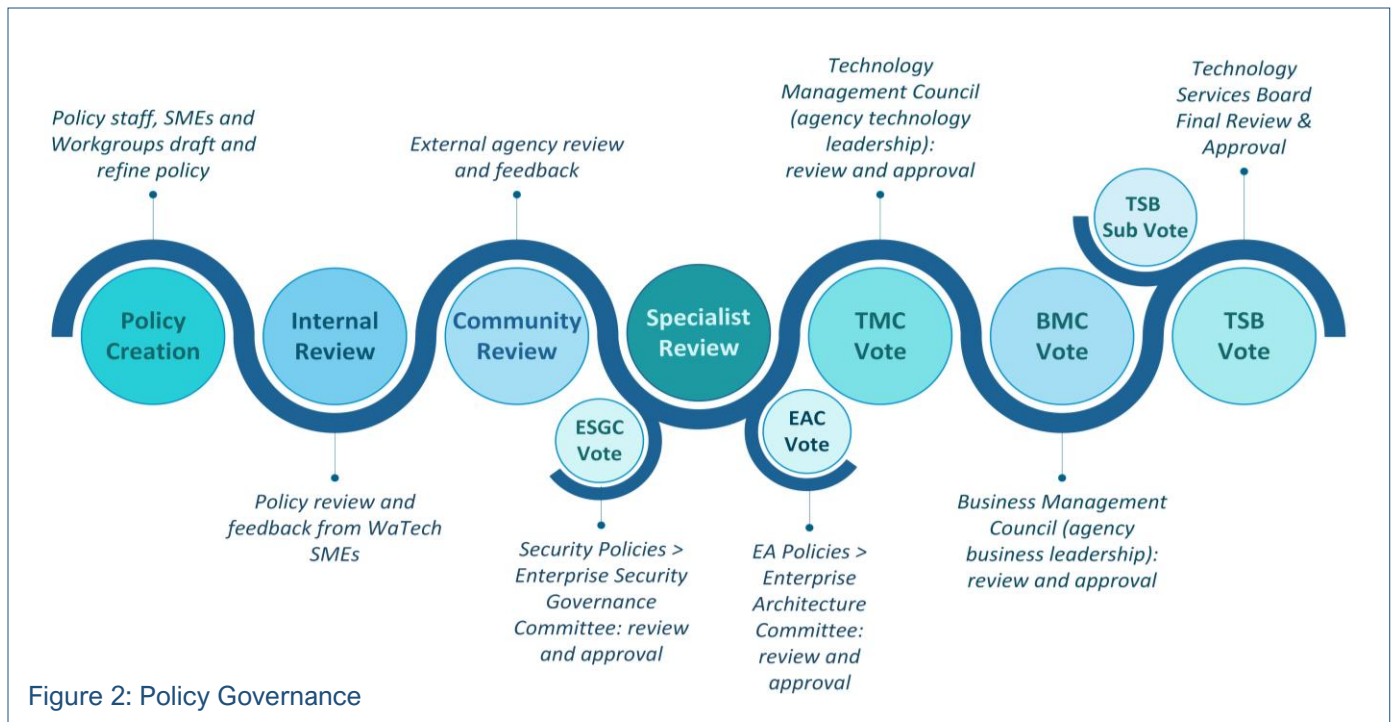


Figure 2: Policy Governance

## Intended Customers

State agencies are legally required to comply with WaTech’s technology policies. As defined in [RCW 43.105.020](#), a “state agency” includes every state office, department, division, bureau, board, commission, or other agency, including those led by statewide elected officials. Higher education institutions are required to adhere to those policies for business and administrative systems; compliance in other areas is encouraged, but not mandatory. Legislative and judicial agencies are not subject to these requirements but are encouraged to align with WaTech’s policies as a matter of best practice. Local governments and special districts also rely on enterprise technology policies as a foundational reference, particularly in developing cybersecurity frameworks and other critical technology programs that support consistent service delivery.

## Options available with this service:

- Policy consultation
- Policy waivers

## Customer engagement

- Agencies can request **policy consultations** or get answers to policy questions by emailing the [policy mailbox](#).
- **Policy waivers** are requested using the electronic waiver request form (See [POL-01-01-PR](#)).
- The **Community Review** phase of policy development engages external agencies in the policy process.
- Monthly TMC and BMC meetings give agency leadership the opportunity to inform and influence policy direction.

## Action plan

### Current activity

- Updating policies that are past the sunset review date and prioritizing requests for new policies.
- Reviewing agency policy waiver requests; issuing policy waivers where appropriate.
- Providing guidance on policy compliance to Washington state agencies.

### One- to two-year goals

- Create and establish enterprise services based on analysis of current service offerings.
- Increase the number of agencies that participate in the policy-development process.
- Evaluate existing policies for effectiveness and clarity based on waivers activity and agency feedback.
- Improve the Policy website navigation and revise to provide more information and insight into the program.

### Three- to five-year goals

- Align all IT policies with statewide strategic goals.
- Provide agencies with the ability to review and track technology policy waivers in real time.
- Provide metrics in a recurring public report showing the performance of the policy and waiver program, WaTech and state agencies.
- Establish an integrated policy framework to align enterprise policies for consistency and traceability across domains, identify policy gaps and create or revise policies to bridge those gaps, and eliminate policy overlap and conflict.

## Revenue source

The Technology Policy service is bundled and funded using revenue from the Strategy & Management (SMD) central service model.