State of Michigan
Administrative Guide to State Government

POLICY 1365.00 Information Technology (IT) Adoption, Procurement, Development, and Implementation

Issued: June 4, 2009
Revised: July 11, 2019
Reviewed: October 31, 2024
Next Review Date: October 31, 2025

PURPOSE

To establish standards and processes to manage the adoption, acquisition, development and implementation of information technology (IT) to promote long-term sustainability and cost savings through standardization and consolidation of environments and leveraging the SOM enterprise's buying power. This policy outlines specific responsibilities for Agency Directors and the Director of Technology, Management and Budget.

APPLICATION

This policy is intended for statewide compliance and applies to all Executive Branch Departments, Agencies, Trusted Partners, and Boards or Commissions.

CONTACT AGENCY

Department of Technology, Management and Budget (DTMB)
Office of the Chief Technology Officer (OCTO)
Enterprise Architecture (EA)
Telephone: 517-241-3743
Fax: 517-373-2144

and

Enterprise Procurement
IT Procurement
Telephone: 517-284-7000
Fax: 517-335-0046

SUMMARY

Develop, implement, and maintain a series of standards and processes to manage the adoption, acquisition, development, and implementation of IT.

POLICY

Develop, implement, and maintain a series of standards and processes to manage the adoption, acquisition, development, and implementation of IT.

DTMB and Agencies will purchase IT in accordance with state of Michigan (SOM) Administrative Guide Policies 0510 Purchasing, 0610 Contracting, 0620 Administrative Board, and Michigan Procurement Policy Manual (MPPM).

Agency Director

The Agency Director shall ensure:

- Clear and concise communication of business requirements to DTMB in compliance with IT Administrative Guide Policies [1360 Systems Engineering Methodology (SEM)](#) and [1355 Project, Program and Portfolio Management Methodology (3PMM)](#) to ensure identification of the correct IT resources to be obtained.

- All IT within their respective agency are used according to their intended purpose.

- Internal agency policies and procedures are established, maintained, and enforced and comply with this policy.

- Agencies desiring to implement more stringent policies than those developed by DTMB may do so in conjunction with DTMB.

- All purchases for IT follow Michigan Procurement Policy requirements.

- Compliance with this policy and other applicable SOM PSPs.

DTMB Director

The Director shall ensure:

- A process is defined and implemented that will govern the adoption, acquisition, development, and implementation of IT.

- A process is defined and implemented that will assess IT solutions based on the business needs of SOM agencies.

- A mechanism is implemented that will communicate all new or revised IT to the agencies.

TERMS AND DEFINITIONS

Agency

The principal department of state government as created by the Executive Organization Act, P.A. 380 of 1965.

Information Technology (IT)

Refers to software, hardware, networking, Internet of Things, and telecommunication products and services that the state uses to store, manage, access, communicate, send, and receive information. IT also refers to data, voice, and video technologies. The determination of whether something falls under IT is not dependent on cost (i.e., could be a free service) or whether the product or service is hosted on state systems.

Examples of IT products or services include, but are not limited to, the following:

- On-premises, commercial-off-the-shelf (COTS) software applications installed on state systems (e.g., Adobe Acrobat).
- Externally hosted, COTS software applications installed on a vendor's system (e.g., DocuSign, Salesforce, etc.).

- Custom developed software applications (e.g., DHHS' CHAMPS system).
- Software-as-a-Service (SAAS) applications hosted by a vendor (e.g., LexisNexis, Survey Monkey, etc.).
- Subscription-based information services (e.g., Gongwer, Gartner, etc.).
- Social media accounts (e.g., Twitter, Facebook, etc.).
- Mobile applications (e.g., iTunes).
- Server hardware and software used to support applications such as database, application/web servers, storage systems, and other hosting services (e.g., Dell EMC PowerEdge Blade server).
- Hardware devices (e.g., laptops, tablets, smartphones, etc.).
- Data, voice, and video networks and associated communications equipment and software (e.g., Cisco routers and switches).
- Peripherals directly connected to computer information systems (e.g., Ricoh scan printers, printers).
- Internet of Things (IOT) are objects with electronic components that include processing and networking capabilities designed to enhance the functionality of the object by leveraging communications over the internet (e.g., ADT Security, smart thermostat, software-enabled lab equipment, refrigerator with an LCD screen, etc.).
- Vendor services for software application, installation, configuration, development, and maintenance, including staff augmentation arrangements (e.g., CNSI resources assisting with maintenance and support of the DHHS CHAMPS system).

To utilize or source a product or service that includes components that meet the definition of Information Technology, the agency shall engage with the designated General Manager, or Business Relationship Manager for consultation on the need for DTMB IT services, (e.g., Cyber Security, Agency Services, Technology Transformation Services, Telecom, etc.).

IT Standards Provider

The office or entity as designated by the state's Executive Office as responsible for providing and supporting all Information Technology solutions used to support state business functions.

Technical Policy

High level executive management statement used to set direction in an organization that documents information values, protection responsibilities and management commitment for protecting its computing and information assets. Policies are strategic in nature.

Technical Standard

Published documents containing technical specifications or other precise criteria designed to be used consistently as a rule, guideline, or definition. They are also a collage of best practices and business cases specific to address an organization's technological needs. Standards are tactical in nature and derive their authority from a policy.

Technical Procedure

A series of prescribed steps followed in a definite order which ensure adherence to the standards and compliance as set forth in the Policy to which the Procedure applies. Procedures are operational in nature and derive their guidance from a standard and authority from a policy.

Trusted Partner/ Business Partner

A person (i.e., vendor, contractor, third party, etc.) or entity that has contracted with the SOM to perform a certain service or provide a certain product in exchange for valuable consideration, monetary, or goods and services.

AUTHORIZATION

Authority

This policy obtains its authority from:

- [Administrative Guide Policy 1305 Enterprise Information Technology](#).
- The [Administrative Guide to State Government](#).
- SOM [IT Technical Policies, Standards and Procedures](#), which can be found on the DTMB Intranet.

Enforcement

All enforcement for this policy shall be in compliance with the standards and procedures of [Administrative Guide Policy 1305 Enterprise Information Technology](#).

Developing Standards and Procedures for this Policy

All requirements for developing standards and procedures for this policy shall be in compliance with [Administrtive Guide Policy 1305 Enterprise Information Technology](#).

Exceptions

All exception requests to this policy must be processed in compliance with [Administrative Guide Policy 1305 Enterprise Information Technology](#).

Effective Date

This policy will be effective upon signature of the Administrative Guide approval memo by the DTMB Director.

<p align="center">***</p>