Technology Policy Education and Compliance

Last updated 01-04-23

This program establishes standards and policies that govern information technology in the state of Washington. The program ensures a cross-section of institution and agency experts are involved in the development and review of technical policies and standards. The Legislature empowers WaTech to create policy on behalf of state agencies across state government. Policies are a crucial component of the state's operating model, and are an effective tool to directing state action and investment in IT. These policies and standards undergo appropriate levels of review including, at a minimum, review by the CIO community and the Technology Services Board at the time of creation, significant update or at sunset review. Standing or ad hoc subject workgroups are used to support technology policy and standard creation and maintenance as needed.

Intended customers

All executive branch agencies and separately elected officials' agencies. All state agencies are required by law to adhere to WaTech's policies. State agencies as defined includes all executive branch state agencies, boards, and commissions, including those headed by separately elected officials. Higher education institutions must adhere to these policies with respect to business and administrative applications, and other areas of higher education are encouraged to adhere to the policies. Similarly, legislative and judicial agencies are not required to adhere to these policies as they are a separate branch of government but are encouraged to use them as a best practice. The state technology policies are relied on heavily by local governments, many of which base their cybersecurity programs and other essential programs on the policies.

Options available with this service

Agencies may submit a request to the program for a waiver to the policy and/or standards while a compliance plan is being implemented. These waiver requests are established for a set time. WaTech offers consultant services to support development and management of compliance plans

Customer engagement

- Agency submittals for a waiver are sent to watechmiocio.policy@watech.wa.gov.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.

Helpful information

Service category
Enterprise Programs

Service availability
Monday – Friday 8 a.m. to 5 p.m.

How to request service
Submit a request for service through our Customer Portal.

Service owner
Derek Puckett

Related Links
All Policies

Action plan

Current activity

- Transitioning policy manager responsibility from the Strategy and Management Division to the Government Affairs Program. The majority of policy owners are currently in the Strategy and Management Division.
- Conducting a review of all policies and determining a prioritization for which policies should be updated most urgently.
- Update and document the process for designating an enterprise service (Policy 185), and begin designating WaTech services as enterprise services.
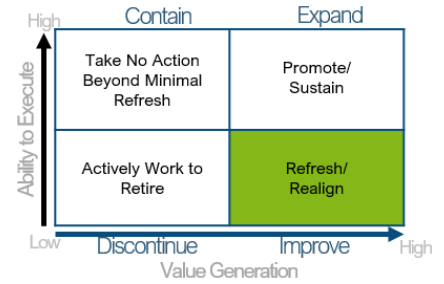
One- to two-year goals

- Establish new procedures and practices, including those related to waiver intake, waiver processing and waiver status updates.
- Develop performance metrics for the policy and waiver portfolio and identify a dashboarding tool.
- Work to identify and prioritize the policies and standards that are past their sunset review date and require an update due to changing technology.
- Identify the policies and standards with the most waiver requests to determine if there are other activities that need to occur to help reduce the number of waiver requests.
- Finish designating the appropriate services within the WaTech service catalog as enterprise services.

Three- to five-year goals

- No policies will go past their sunset review date.
- Provide metrics in a recurring public report showing the performance of the program, WaTech and state agencies.
- Provide agencies, business leaders and chief information officers a better understanding of technology policies and how they support their agency mission and reduce risk.

Service review and fully loaded service budget projection

Revenue Source:
The Technology Policy Education and Compliance service is bundled and funded using revenue from the Office of the Chief Information Officer (OCIO) central service model.

Funding for the OCIO central service model is based on actual agency IT FTEs. OFM provides a count of actual IT FTEs. For institutions of higher education (both four-year institutions and the community and technical college system), only IT FTEs that support administrative functions of the institutions are counted. Instructional staff, hospital staff and other non-administrative portions of the agencies are exempted from the FTE counts. OFM maintains the source data for budgeted FTEs.

Net income over time

Net Income over time | 1200-Office of the CIO