Waiver Request Standard Background

New, Update or Sunset Review? Update

What due diligence was conducted to determine the content of this policy/standard? If this is an update or sunset review, provide information as to what changes were made, if any, as well as reasons behind the standard content.

This used to be a policy. We are changing it to be a standard underneath the policy on policies. We added an option to allow the agency head to delegate authority for waiver requests. Previously the state CIO could delegate authority for signing waivers for security-related waivers to the state CISO.   Now the state CIO may also delegate authority for non-security-related waivers to the Chief of Staff.

What is the business case for the standard?

Sometimes, agencies cannot meet a state policy or standard due to technical or business considerations. This standard provides a path for agencies to request a waiver.

What are the key objectives of the standard?

- Establish a process for agencies to request waivers and for WaTech to approve them.
- Allow for appropriate delegation of authority.

How does standard promote or support alignment with strategies?

This standard supports WaTech Strategic Goal 1: Champion Governance and Accountability. By having clear a process for when agencies cannot meet state policies and standards, we ensure the situation is tracked and addressed in a reasonable timeframe. The waiver may also highlight where we need to address a problem within a policy or standard.

What are the implementation considerations?
- Agencies will now be able to delegate authority.
- The waiver procedure offers agencies an easy form to request the waiver, reducing the time to get the information necessary to begin the waiver process.
- Waivers can also be submitted during the annual certification survey.

How will we know if the standard is successful?

SMARTE measures for the goals/outcomes & how measures will be obtained:
- Specific: The waiver process will be clear for all parties.
- Measurable: Waiver requests will be evaluated within the service levels outlined.
- Achievable: More waivers will be submitted with the necessary information on the first submission.

- Relevant: As we update policies, agencies may have an increased need to submit waivers.
- Equitable: Providing all agencies the opportunity to request a waiver ensures that any sized agency can work through technical and business limitations preventing policy compliance.