Policies, Standards and Guidelines

Notice of Review

ITS *Mississippi Department of Information Technology Services*

Doc Ref Number:	PSG 900-05	**Published by:** Strategic Services	
Document Type:	Enterprise	**Page:** Review	
Effective Date:	05/20/2005	**Revision Date:** 03/03/2009	
Title:	**Policies, Standards, and Guidelines (PSG) Policy**		

Notice is hereby given, that the above specified document has been

reviewed by the Mississippi Department of Information Technology Services

as part of the Policies, Standards and Procedures Program

with no technical changes identified,

thereby warranting change of the document's effective date.

David L. Litchliter

03/03/2009
_____

Executive Director Name

Date of Signature

Executive Director,
MS Department of Information Technology Services

Policies, Standards and Guidelines

Notice of Approval

ITS Mississippi Department of Information Technology Services

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Document Type:	Enterprise	Page: Approval
Effective Date:	05/20/2005	Revision Date: 03/03/2009
Title:	**Policies, Standards, and Guidelines (PSG) Policy**	

Notice is hereby given, that the above specified document meets the

requirements of the Mississippi Department of Information Technology Services

Policies, Standards and Procedures Program,

thereby warranting approval for implementation, effective immediately.

_____   ____03/03/2009_____
Executive Director Name   Date of Signature
Executive Director,
MS Department of Information Technology Services

1. **AUTHORITY**

   The Mississippi Department of Information Technology Services (ITS) shall annually issue a three-year master plan in writing which includes recommended statewide strategies and goals for the effective and efficient use of information technology and services in state government (§ 25-53-29(2)). Additionally, ITS shall publish written planning guides, policies and procedures for use by agencies and institutions in planning future electronic information service systems (§ 25-53-29(1) (b)).

2. **PURPOSE**

   The establishment of a statewide policy on the development and implementation of Statewide Policies, Standards, and Guidelines (PSG) pertaining to IT products and/or services for the State of Mississippi. The purpose of the PSG Program is to provide a policy-based framework for conducting State IT business, which includes 1) planning and providing for compatible IT architectures and infrastructures across agencies statewide, 2) providing necessary collaboration and coordination of systems across agency/business lines, and 3) maximizing the states computing and information technology resources through an enterprise approach across agency/business lines.

3. **SCOPE**

   This applies to all agencies. Agency is defined as and includes all the various state agencies, officers, departments, boards, commissions, offices, and institutions of the state but does not include any agency financed entirely by federal funds (§ 25-53-3 (2)(e)).

4. **POLICY**

   ITS carries out its statutory authority for adopting policies and standards related to information technology through the development of policies, standards, and guidelines under the direction of the Executive Director of ITS. IT policies, standards, and guidelines are essential elements of the application, implementation, and operation of networks, security, hardware, software, and data/information. Information Technology Architecture is a critical component of the State of Mississippi's coordinated statewide plan for information technology that provides the framework and general content from which Statewide IT Policies and Standards are formulated.

   4.1 STATEWIDE POLICIES, STANDARDS, AND GUIDELINES

   Statewide PSGs shall consist of policy, standard, and guideline documents. ITS shall adhere to a documented process for development, review, approval, and revision of PSG documents, as described herein.

   4.1.1 ITS shall provide the management, integration, coordination, and collaboration to ensure statewide participation and consensus in the PSG

development, adoption, and retirement process to maintain a viable set of IT policies and standards. This effort ensures that the State is aligned with the evolving IT industry, the changing application of IT in the workplace, and legal or legislative mandates.

4.1.2   Statewide IT Policies and Standards guide the State and agencies in selecting and procuring information technology products and services, and making informed judgments when specifying and choosing solutions to meet current and planned requirements.

4.1.3   When agencies or communities of interest require additional specificity beyond the Statewide IT Policies or Standards, they may develop specific policies or standards that elaborate or expand upon published Statewide IT Policies or Standards, but shall never contradict them. Specific policies or standards shall not impose requirements or compliance beyond the agency's or community of interest's statutory authority and obligations.

4.2   PSG DEVELOPMENT
Any interested party may provide written input to ITS for development or revision of a Statewide policy, standard, or guideline, as business needs or objectives dictate.

4.2.1   ITS also develops and revises PSG documents to codify requirements related to Information Technology Architecture as well as certain internal policies, standards, and guidelines applying solely to the agency itself.

4.2.2   ITS shall solicit input and comments from technical work teams, agencies, stakeholders, etc., during PSG development, as appropriate.

4.3   NORMAL REVIEW AND APPROVAL PROCESS
Each PSG document shall proceed through a review and approval process prior to implementation.

4.3.1   ITS shall designate a contact point for PSG-related processes. The contact point shall be referenced on the ITS website.

4.3.2   PSG documents shall remain in "Draft" status and be clearly identified as "DRAFT" until approved by the ITS Board with final signature by the Executive Director of ITS (or designee). PSG draft documents shall be circulated, comments collected, and refinements made until consensus is reached among reviewers.

4.3.3   The draft document review period for agencies shall be no shorter than two calendar weeks. The end date shall be clearly communicated in writing.

4.3.4 When no material comments have been received from the review period sufficient to require further refinement of the draft document, the document shall be recommended for approval to the ITS Board.

4.3.5 All PSG documents shall be approved for release by the ITS Board with final signature by Executive Director of ITS. A PSG document shall become effective upon either the date of the ITS Board approval, or the announced effective date, whichever is later.

4.3.6 Approved PSG documents shall be published on the ITS website at www.its.state.ms.us.

4.3.6.1 An unapproved, draft copy of a new PSG that has completed the review process may be placed on the website for reference.

4.3.7 ITS shall maintain the approved document hardcopy, signature page, and any required supporting documentation in a PSG archive file. An electronic record shall also be maintained to note the title, document number, effective date, and date of next review for each approved PSG document.

4.3.7.1 The date of next review should not exceed 24 months from the date of publication.

4.4 EMERGENCY REVIEW AND APPROVAL PROCESS
Certain circumstances may arise that warrant immediate publication of a PSG document without sufficient time for the review and approval process described in Paragraph 4.3. The Executive Director of ITS shall have sole discretion to declare an emergency approval process and shall communicate such declaration as soon as is reasonably possible, prior to release of the PSG document affected. ITS shall distribute the published policy or standard directly to Agency IT Directors and Chief Systems Information Officers (CSIO). All emergency approved PSG documents will be forwarded to the ITS Board for final approval.

4.5 RESPONSIBILITIES

4.5.1 The ITS Board shall approve all PSG documents for release.

4.5.2 ITS shall publish all approved PSG documents on the ITS website at www.its.state.ms.us.

4.5.2.1 An unapproved, draft copy of a new PSG that has completed the review process may be placed on the website for reference.

4.5.3 ITS shall designate a contact point for PSG-related processes. The contact point shall be referenced on the ITS website.

4.5.4 ITS shall maintain the approved document hardcopy, signature page, and any required supporting documentation in a PSG archive file. An electronic record shall also be maintained to note the title, document number and effective date.

4.5.5 ITS shall maintain a current glossary of terms to define technical terms, abbreviations, and acronyms used in published PSG documents. The glossary shall be available on the ITS website.

4.6 COMPLIANCE WITH PUBLISHED STANDARDS
Upon publication of a new or revised statewide standard, all new IT products and/or services, as well as any substantial modifications or improvements to existing IT products and/or services, shall comply with the published standard, unless otherwise specified in the standard. A variance may be granted on a project-specific basis when substantiated and supported by business requirements, legal, or legislative mandates. An agency should include in its Annual IT Plan submittal a plan for migrating the nonconforming technology, system, or service to the standard.

5. STANDARD
Mississippi Code § 25-53-29(1) (b) requires ITS to publish written planning guides, policies and procedures for use by agencies and institutions in planning future electronic information service systems. ITS accomplishes this through the Statewide PSG program, in accordance with Statewide Policy PSG900-05, Policies, Standards, and Guidelines (PSG) Policy. This standard establishes the format for Statewide IT Policies, Standards, and Guidelines under the Statewide PSG Program.

5.1 PSG DOCUMENT FORMAT DETAILS

5.1.1 The following document formats for policies, standards, and guidelines are required for inclusion in the Statewide PSG Program.

5.1.2 A title block shall appear at the top of Page One having the following sample form:

ITS *Mississippi Department of Information Technology Services*

Doc Ref Number:		Published by:	
Document Type:		Page:	
Effective Date:		Revision Date:	
Title:			

5.1.3 The first two rows of the Header shall be Times New Roman, 12pt, bold. The third row of the Header shall be Time New Roman, 16pt, bold. The

header format shall follow the example below and appear on all pages subsequent to Page One:

Doc Ref Number:		Published by:
Document Type:		Page:
Title:		

5.1.4   Level One headings shall be Times New Roman, 12pt, bold, and capitalized. PSGs shall include the following Level One headings:

     5.1.4.1   **AUTHORITY**: A brief paragraph citing the language and Mississippi Code providing the authority for implementation of the policy, standard, or guideline;

     5.1.4.2   **PURPOSE**: Describes the purpose of the PSG;

     5.1.4.3   **SCOPE**: Describes the scope of the policy and identifies those organizations and individuals (by title) which have responsibility for implementation of PSGs;

     5.1.4.4   **POLICY, STANDARD, GUIDELINE** (as applicable): Descriptive summary statement of the PSG, followed by specific information.

         5.1.4.4.1   Policy statements shall identify elements of direction and expectations.

         5.1.4.4.2   Standard statements shall identify the rule of what is to be measured or followed in carrying out a policy.

         5.1.4.4.3   Guideline statements shall identify a particular method of accomplishing the specified activity or how the policy should be carried out, e.g., a series of steps recommending occurrence in a particular order.

     5.1.4.5   **DEFINITIONS AND ABBREVIATIONS**: Refer to the PSG Glossary of Terms located on the ITS website at www.its.state.ms.us for definitions and abbreviations;

     5.1.4.6   **REFERENCES**: Lists references related to the content of the document as well as ITS's authority to issue the document;

     5.1.4.7   **ATTACHMENTS**: List attachments behind identifying letters corresponding to their order of reference in the document or appearance. If there are no attachments, enter "None". The subheading shall provide the attachment title in the New Times Roman, 12pt.

5.1.5 Text within the body of the document will generally be Times New Roman, 12pt, and regular.

5.2 OPERATIVE WORDS
Operative words used in the Statewide PSG Program are as follows:

A. **May**	Identifies acceptable activities.
B. **Shall**	Identifies required activities. Directs that alternatives are not acceptable without formal approval of the Executive Director of ITS.
C. **Should**	Identifies recommended, but not required, activities.
D. **Will**	Identifies anticipated activities.

5.3 DOCUMENT REFERENCE NUMBERS
ITS controls the assignment of PSG Document Reference Numbers.

5.3.1 Each PSG document shall have a reference number beginning with P, S or G as well as an available unique number not limited to a maximum of "1999" followed by the two digit year published.

5.3.1.1 PSG documents may consist of a policy, standard, or guideline.

5.3.1.2 Examples:
PSG 900-05 Policies, Standards, and Guidelines Program Policy
PS 800-05 E-Government Applications
P 100-05 Enterprise Security Policy

6. GUIDELINE
ITS has statutory authority for adopting policies, standards, and guidelines related to information technology. The agency accomplishes this through the Statewide PSG Program, in accordance with Statewide Policy PSG900-05, Policies, Standards, and Guidelines. This guideline establishes specific criteria for development, review, approval, and revision of PSG documents, following the steps outlined below and represented in Attachment A, *PSG Development Flowchart*, as well as the formats identified in Statewide Standard PSG900-05 Policies, Standards, and Guidelines (PSG).

6.1 PSG DEVELOPMENT
6.1.1 Upon receiving a written request for a new PSG or revision to an existing PSG, ITS' designated contact point for the PSG Program shall:

6.1.1.1 Assess the request to ensure it is not already being fulfilled as part of a current development effort.

6.1.1.2 Assign a relative priority for development work related to the request.

6.1.1.3 Log the request by adding the subject and assigned document number/revision identifier to the appropriate table of the PSG Database along with the appropriate status code to reflect the relative priority for work on the PSG (see Attachment B, *Status Codes for PSG Work*).

6.1.1.4 Assign a unique reference number in the PSG Database. The document category shall be selected based on the subject area in accordance with the PSG categories matrix shown in Attachment C, *PSG Categories Matrix*. During document development and the review process, the title or subject may be changed requiring an update to the unique number before the document becomes effective.

6.1.1.5 Assign the development work to the appropriate ITS point-of-contact or inform the outside author of the required content sections for the white paper and document.

6.1.2 The originator of the request or assigned staff shall research and develop a draft document for review. When a PSG author is outside of ITS, the author shall provide an initial white paper identifying the purpose of the requested PSG document. The author may work with a technical working group, including the original requestor, as applicable, to develop the specific content of the draft document. Ensure each standard references an overarching policy. If one does not exist, it must be developed in conjunction with the new standard. Ensure each guideline references a governing standard. If one does not exist, it must be developed in conjunction with the new guideline.

6.1.3 Once the proposed document topic from an author outside ITS has been approved by ITS for development, the author shall provide a complete white paper that includes the remaining three points of completeness for a policy, standard, or guideline as follows:

6.1.3.1 **Definitions and abbreviations**: Further explanation of technical words/terms, abbreviations, and acronyms used in the PSG that may not be understood to those interested.

6.1.3.2 **References**: All references applicable to the development of the PSG document.

6.1.3.3 **Attachments**: All forms, documents, examples, etc., applicable to the content of the PSP document.

6.1.4 Assigned ITS staff shall:

6.1.4.1 Ensure the required content is placed into the appropriate sections of the document.

6.1.4.2 Format the finished document.

6.1.4.3 Conduct the review process.

6.1.4.4 Seek the document author's or subject matter expert's assistance in resolving comments about the content of the document.

6.2 NORMAL REVIEW AND APPROVAL PROCESS
As content is solidified, the working document is labeled "DRAFT." Comments are solicited from the ITS Directors, the work team, stakeholders, etc., as appropriate. Drafts shall be circulated, comments collected, and refinements made until consensus is reached among reviewers.

6.2.1 The draft document shall be attached to a descriptive email and sent to the Agency IT Directors and CSIO distribution list. The Agency IT Director or CSIO is the contact point for review of the draft document at the agency. The review period shall be no shorter than two calendar weeks and may be lengthened when the community interest for allowing more time outweighs the urgency of publishing the document. The end date of the review shall be communicated in the text of the email.

6.2.2 Comments received shall be used to refine the draft document. Comments are collected throughout the review period. If necessary, the draft document is updated and circulated for review. Changes from the previous draft shall be clearly indicated to expedite review. Again, the review period shall be no shorter than two weeks. The end date of the review period shall be clearly communicated in writing.

6.2.3 When no material comments have been received from the review period sufficient to require further refinement of the draft document, the document is recommended for approval to the Executive Director of ITS and the ITS Board. The draft document, pertinent development documentation, and a notice of approval cover page (see Attachment D, Notice of Approval Cover Sheet) for signature is provided to the Executive Director of ITS.

6.2.4 An informational hardcopy of the final draft document may be provided to Agency IT Directors and CSIOs and other interested stakeholders for their awareness.

6.2.5 The PSG document shall become effective upon either the date of the ITS Board approval, or the announced effective date, whichever is later.

6.3   EMERGENCY REVIEW AND APPROVAL PROCESS
Emergency approval occurs at the sole discretion of the Executive Director of
ITS, as defined in Statewide Policy PSG900-05, Policies, Standards, and
Guidelines (PSG). Once declared, the Executive Director of ITS notifies Agency
IT Directors and CSIOs of agencies as soon as is reasonably possible, before the
document is published.

6.3.1   No comments are solicited during an emergency approval. The Executive
Director of ITS signs and releases the policy or standard with a copy being
sent to the ITS Board for final approval.

6.3.2   The published policy or standard is distributed directly to Agency IT
Directors and CSIOs of agencies for their awareness.

6.4   PUBLICATION AND ARCHIVING PROCESS
Approved PSG documents are posted on the ITS website. A draft copy of a
document that has completed the review process may be placed on the site for
reference, provided no effective date appears and the document is clearly labeled
as DRAFT.

6.4.1   The approved document hardcopy, signature page, and any required
supporting documentation shall be archived in the ITS PSG archive file.

6.4.2   Details of all published documents, as well as those under development,
are maintained in the PSG Database. At a minimum, title, document
number, effective date, and date of next review for each approved PSG
document shall be recorded. The PSG Database shall note the effective
date and date of next review for each approved document.

6.4.2.1   Working group members may be noted in the PSG Database for
reference with developing revisions to the document.

6.4.2.2   Ensure that published documents undergo a periodic review no
longer than 24 months from the date of publication.

6.4.3   Definitions and abbreviations, as described in paragraph 6.1.3, shall be
added to the PSG Glossary of Terms. The PSG Glossary of Terms shall be
maintained by ITS staff and published on the ITS website.

6.5   TWO-YEAR REVIEW PROCESS
Each published policy, standard, and guideline shall undergo a content review no
later than 24 months from its date of publication.

6.5.1   Changes identified by the appropriate subject matter expert shall be
incorporated into a document revision and processed in accordance with
Sections 6.2 and 6.4 above.

6.5.2   If no content changes have been identified by the subject matter expert, a *Notice of Review* (see Attachment E) shall be completed and placed over the applicable Notice of Approval in the ITS PSG file.

     6.5.2.1   The document's revision date shall be updated to match the date provided on the Notice of Review. A notification email shall be sent to the Agency IT Directors and CSIO distribution list.

     6.5.2.2   The document shall be reprinted and placed in the ITS PSG file.

     6.5.2.3   The PSG Database entry for the document shall be updated to match the date on the Notice of Review.

7.   DEFINITIONS AND ABBREVIATIONS
Refer to the PSG Glossary of Terms located at the ITS website at http://www.its.state.ms.us/its/itsweb.nsf/Policies?OpenForm for definitions and abbreviations.
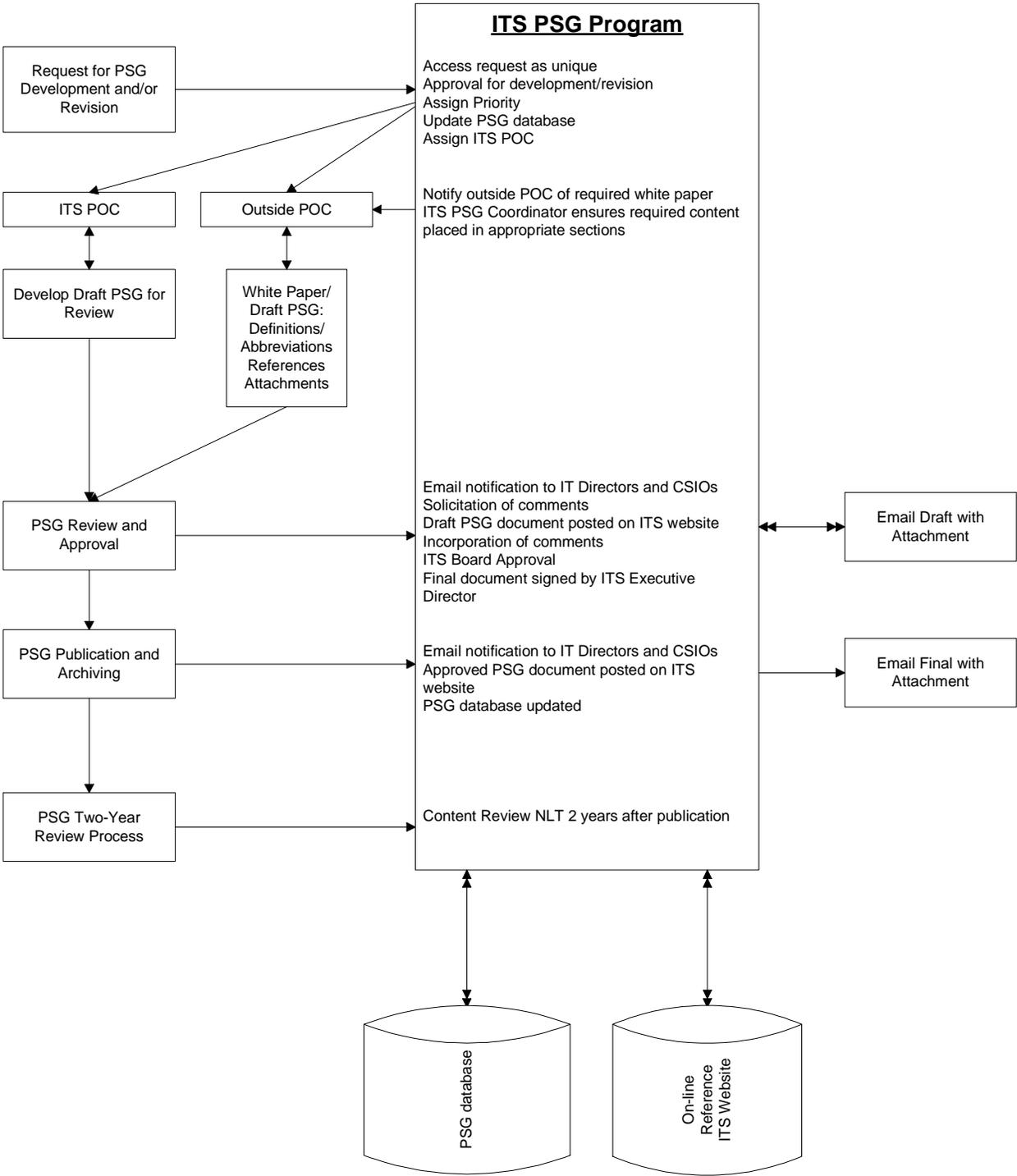
8.   REFERENCES
§ 25-53-3 (2) (e)
§ 25-53-29(1) (b)
§ 25-53-29(2)

9.   ATTACHMENTS
Attachment A – PSG Development Flowchart
Attachment B – Status Codes for PSG Work
Attachment C – PSG Categories Matrix
Attachment D – Notice of Approval Cover Sheet
Attachment E – Notice of Review

ATTACHMENT A: PSG Development Flowchart

Attachment B: Status Codes for PSG Work

Not Scheduled – Recognized as necessary, but not yet assigned or scheduled for work.

Assigned – Assigned to an ITS PSG coordinator for development.

Research – Currently being developed by the responsible PSG coordinator and working group.
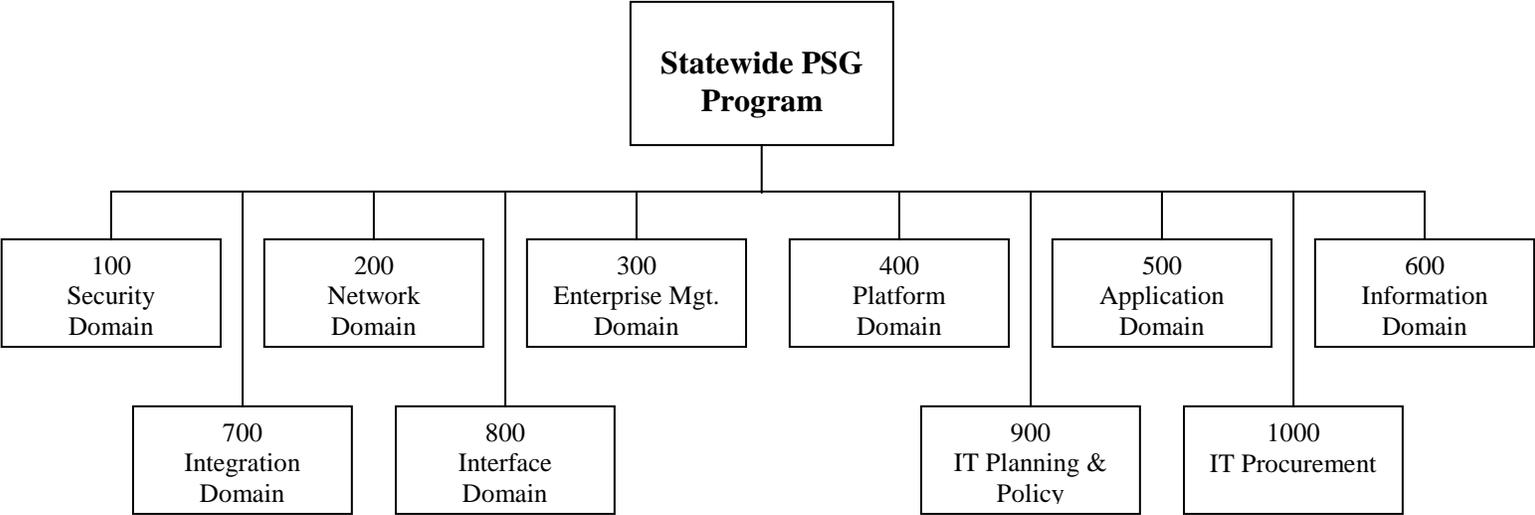
Draft – Being reviewed as part of the approval process (includes comments and their resolution).

Approved – Voted on by the ITS Board, signed by the Executive Director of ITS and published.

Review – Document is undergoing its periodic review (separate from a requested revision) and will be given a new status code as work progresses

ATTACHMENT C: PSG Categories Matrix

ATTACHMENT D: Notice of Approval Cover Sheet

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thereby warranting approval for implementation, effective immediately.

_____   _____
Executive Director Name   Date of Signature
Executive Director,
MS Department of Information Technology Services

ATTACHMENT E: Notice of Review

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with no technical changes identified,

thereby warranting change of the document's effective date.

_____   _____
Coordinator Name   Date of Signature
PSG Coordinator,
MS Department of Information Technology Services