

Policies, Standards, and Guidelines (PSG) Policy Notice of Approval

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|  Mississippi Department of Information Technology Services | Doc Ref Number: ESW-PSG-1001 | |
| | Title: Policies, Standards, and Guidelines (PSG) Policy | |
| | Document Type: Enterprise Statewide | |
| | Domain: Governance Planning | Status: Approved |
| | Effective Date: October 10, 2005 | Revision Date: May 19, 2017 |

Notice is hereby given, that the above specified document meets the requirements of the Mississippi Department of Information Technology Services Policies, Standards and Guidelines Program, defined in ESW-PSG-1001. Thereby warranting approval for implementation, effective immediately.



Executive Director
Mississippi Department of
Information Technology Services

May 19, 2017

Date of Signature

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| | Domain: Governance Planning | Status: Approved |
| | Effective Date: 05-20-2005 | Revision Date: 05-19-17 |

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 enterprise 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 state agencies. Agency is defined as and includes all the various state agencies, officers, departments, boards, commissions, offices, and institutions of the state (§ 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 Enterprise Statewide IT Policies and Standards are formulated. ITS creates and adopts both Enterprise Statewide PSG and ITS Agency Specific PSG documents.

4.1 ENTERPRISE STATEWIDE POLICIES, STANDARDS, AND GUIDELINES

Enterprise Statewide PSGs may consist of policy, standard, and guideline documents. ITS shall adhere to a documented process for development, review, approval, and revision of Enterprise Statewide 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 statewide IT policies and standards. This effort ensures that the state is aligned with the evolving IT industry, the changing application of IT in the

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workplace, the MS Strategic Master Plan for IT, and legal or legislative mandates.

4.1.2 Enterprise Statewide IT Policies and Standards guide the state and state 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 state agencies or communities of interest require additional specificity beyond the Enterprise Statewide IT Policies or Standards, they may develop specific policies or standards that elaborate or expand upon published Enterprise 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 ITS AGENCY POLICIES, STANDARDS, AND GUIDELINES

ITS Agency PSGs may 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.

4.2.1 ITS PSG program shall provide the management, integration, coordination, and collaboration to ensure agency wide participation between all ITS divisions 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 all ITS divisions are aligned with the MS Strategic Master Plan for IT, the MS Enterprise Architecture & Technology Infrastructure Plan, the ITS 5-Year Strategic Plan, and the ITS mission.

4.2.2 ITS Agency IT Policies and Standards guide ITS Divisions in selecting and procuring information technology products and services, and making informed judgments when specifying and choosing solutions to meet current and planned requirements.

4.2.3 When ITS Divisions require additional specificity beyond the Enterprise Statewide IT PSGs or the ITS Agency PSGs, they may develop specific policies or standards that elaborate or expand upon published PSGs, but shall never contradict them. Specific policies or standards shall not impose requirements or compliance beyond ITS's statutory authority and obligations.

4.3 PSG DEVELOPMENT

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

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

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4.4 NORMAL REVIEW AND APPROVAL PROCESS

Each PSG document shall proceed through a review and approval process prior to implementation.

4.4.1 ITS shall designate a contact point for PSG-related processes.

4.4.2 All new PSG documents shall remain in “Not Scheduled”, “Assigned”, In Progress”, “Draft” or “Pending Approval” status and be clearly identified until approved with final signature by the Executive Director of ITS (or designee). PSG Draft documents may be circulated, comments collected, and refinements made until consensus is reached among ITS reviewers. See Attachment B for a list of all status codes.

4.4.2.1 Enterprise Statewide PSG documents that are in “Pending Approval” status shall be made available and open for comments by agency IT directors during the review period. Pending Approval Enterprise Statewide PSGs shall be made available for comments on the ITS Website during the review period. Additionally, Enterprise Statewide Policies may also be made available for comments on the MS Secretary of State’s Website during the review period at the Executive Director of ITS’s discretion.

4.4.2.2 ITS Agency PSG documents that are in “Pending Approval” status shall be made available and open for comments to ITS Division Directors.

4.4.3 The “Pending Approval” document review period shall be no shorter than two calendar weeks. The end date shall be clearly identified on the pending approval document. (See Attachment F)

4.4.4 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.

4.4.5 All PSG documents shall be approved with final signature by Executive Director of ITS (or designee). A PSG document shall become effective upon either the date of the approval, or the announced effective date, whichever is later.

4.4.6 Approved Enterprise Statewide and ITS Agency PSG documents shall be published on the ITS website at www.its.state.ms.us.

4.4.7 ITS shall maintain the approved document, 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.

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

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4.5 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 4.4. 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. In addition to publishing the emergency approved PSG document on the ITS website, ITS shall distribute the published PSG document directly to Agency IT Directors or ITS Directors.

4.6 RESPONSIBILITIES

4.6.1 The Executive Director of ITS (or designee) shall approve all Enterprise Statewide and ITS Agency PSG documents for release.

4.6.2 The ITS Board shall be informed of all Enterprise Statewide Policies approved by ITS.

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

4.6.4 ITS shall designate a contact point for PSG-related processes.

4.6.5 ITS shall maintain the approved document, 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.

4.7 COMPLIANCE WITH PUBLISHED POLICIES AND STANDARDS

4.7.1 All agencies shall comply with published enterprise statewide published policies and standards. Upon publication of a new or revised enterprise 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 exception 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.

4.7.2 All ITS Divisions shall comply with published ITS Agency published policies and standards. Upon publication of a new or revised ITS Agency 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 exception may be granted on a project-specific basis when substantiated and supported by business requirements, legal, or legislative mandates. ITS Divisions should include in its Annual IT Plan submittal a plan for migrating the nonconforming technology, system, or service to the standard.

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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 Enterprise Statewide PSG program, in accordance with Enterprise Statewide Policy ESW-PSG-1001, 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:

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|  | Doc Ref Number: | |
| | Title: | |
| | Document Type: | Page: |
| | Domain: | Status: |
| | Effective Date: | Revision Date: |

- 5.1.3 Header shall be Arial, 11pt, bold. The header format shall follow the example below and appear on all pages subsequent to Page One:

| | | |
|------------------------|--|----------------|
| Doc Ref Number: | | Status: |
| Document Type: | | Page: |
| Title: | | |

- 5.1.4 Level One headings shall be Arial, 11pt, 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;

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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:** Include any defining terms and abbreviations that may need clarification in the PSG document.

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 PSG Program are as follows:

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| 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 Enterprise Statewide PSG document shall have a reference number beginning with ESW then P, S or G as well as an available unique number not limited to a maximum of "9999".

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

5.3.1.2 Examples:

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ESW-PSG-1001 Policies, Standards, and Guidelines Program Policy
ESW-PS 6005 E-Government Applications

5.3.2 Each ITS Agency PSG document shall have a reference number beginning with ITS then P, S or G as well as an available unique number not limited to a maximum of "9999".

5.3.2.1 ITS Agency PSG documents may consist of a policy, standard, or guideline.

5.3.2.2 Examples:
ITS-PSG-8001 State Data Center Data Storage Encryption Policy
ITS-P-8002 State Data Center Data HIPAA 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 Enterprise Statewide Policy ESW-PSG-1001, Policies, Standards, and Guidelines. This guideline establishes specific criteria for development, review, approval, and revision of Enterprise Statewide PSG documents and ITS Agency PSG documents, following the steps outlined below and represented in Attachment A, *PSG Development Flowchart*, as well as the formats identified in Statewide Standard ESW-PSG-1001 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 domain matrix shown in Attachment C, *PSG Domain 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.

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

6.1.2 The originator of the request or assigned staff shall research and develop a draft document for review. 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 has been approved 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 PSG 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

6.2.2 The PSG document shall be clearly identified with its status on the title page of the draft PSG document.

6.2.2.1 Until final approval a watermark shall be placed across the PSG document denoting its status. (see Attachment B, *Status Codes for PSG Work*).

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6.2.3 DRAFT: As content is solidified, the working document is labeled "DRAFT." Comments are solicited from the ITS Directors, the technical working team, stakeholders, subject matter experts, etc., as appropriate. Drafts shall be circulated, comments collected, and refinements made until consensus is reached among initial reviewers.

6.2.1 PENDING APPROVAL: As the PSG document is prepared for approval, the working document is labeled "PENDING APPROVAL." 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 clearly visible on the title page of the PSG document pending approval. (See Attachment F)

6.2.1.1 Enterprise Statewide PSG documents that are in "Pending Approval" status shall be made available and open for comments by agency IT directors during the review period. Pending Approval Enterprise Statewide PSGs shall be made available for comments on the ITS Website during the review period. Additionally, Enterprise Statewide Policies may also be made available for comments on the MS Secretary of State's Website during the review period at the Executive Director of ITS's discretion.

6.2.1.2 ITS Agency PSG documents that are in "Pending Approval" status shall be made available and open for comments to ITS Division Directors.

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 available 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. 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 The PSG document shall become effective upon either the date of the ITS Executive Director 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 ESW-PSG-1001, Policies, Standards, and

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Guidelines (PSG). Once declared, ITS shall notify Agency IT Directors 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.

6.3.2 In addition to publishing the emergency approved PSG document on the ITS website, ITS shall distribute the PSG document directly to State Agency IT Directors or ITS Directors for their awareness.

6.4 PUBLICATION AND ARCHIVING PROCESS

6.4.1 Approved PSG documents shall be posted on the ITS website

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

6.4.3 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.

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

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

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(s), 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.

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

7. REFERENCES

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§ 25-53-3 (2) (e)
§ 25-53-29(1) (b)
§ 25-53-29(2)

8. ATTACHMENTS

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Attachment A: 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 and subject matter expert for development.

In Progress – Currently being developed by the responsible PSG coordinator and working group.

Draft – Being reviewed as part of the process (includes comments and their resolution by ITS).

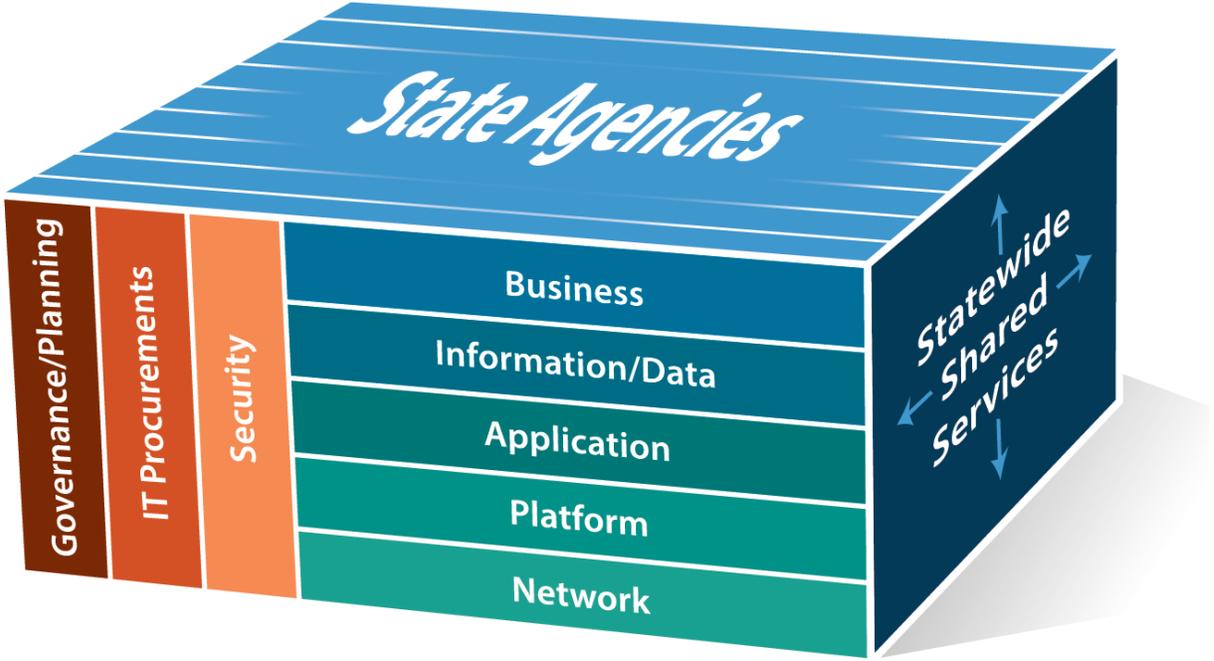
Pending Approval – Document is pending final approval and is open for comments by agency IT Directors

Approved – Approved 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

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ATTACHMENT B: PSG Categories Matrix



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ATTACHMENT C: Notice of Approval Cover Sheet

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| | Effective Date: | Revision Date: |
| <p>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.</p> | | |
| <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Executive Director Mississippi Department of Information Technology Services | <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Date of Signature | |

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ATTACHMENT E: Notice of Review

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| | Effective Date: | Revision Date: |
| <p>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.</p> | | |
| <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> PSG Program Coordinator Mississippi Department of Information Technology Services | <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Date of Signature | |

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ATTACHMENT F: Notice of Review

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| | Effective Date: | Revision Date: |
| <p>Notice is hereby given, that the above specified document is currently pending final review. The final review period of this document is set to expire on [DATE / TIME]</p> <p>Please email any comments related to this document to email_address@its.ms.gov before published final review period closes on [DATE / TIME]</p> | | |
| <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> PSG Program Coordinator Mississippi Department of Information Technology Services | <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Date of Signature | |