

11—25.5(8A) Development of operational standards.

25.5(1) *Recommendation of operational standards.* The department and the technology governance board shall develop recommended information technology operational standards that shall be subject to consideration through the public input process established pursuant to rule 25.7(8A).

25.5(2) *Implementation of operational standards.* The department and the technology governance board shall jointly approve information technology standards which are applicable to information technology operations by participating agencies, including but not limited to system design and systems integration and interoperability pursuant to Iowa Code section 8A.202. The director is charged with prescribing and adopting information technology operational standards.

25.5(3) *Requirement for operational standards.* Operational standards shall be developed regarding information technology issues that affect multiple participating agencies. Examples of situations where establishing an operational standard would result in potential advantage to the state include, but are not limited to:

- a. Promoting knowledge transfer and reducing learning curves for new technology solutions,
- b. Protecting and securing the state's information technology infrastructure and data,
- c. Reducing the resources applied to technology solutions,
- d. Streamlining the state's common information technology systems and infrastructure,
- e. Streamlining the delivery of information or services by promoting consistency in the handling, collection, transport, or storage of data and information, or
- f. Promoting potential short- or long-term cost savings or cost avoidance.

25.5(4) *Basis for operational standards.* Operational standards may be based on any of the following:

a. *Best practice guidelines.* Standards based on best practice guidelines means that a case study or analysis is used to provide a benchmark for good business and information technology practices in achieving a desired result. The analysis or case study highlights one or several proposed products, technology fields, analytical methodologies or information technology solutions which constitute a good approach for other entities pursuing similar solutions. Best practice guidelines are intended to:

- (1) Be informational,
- (2) Facilitate knowledge transfer, and
- (3) Shorten the learning curve for other entities addressing common technology issues.

b. *Policy.* Standards based on policy means that the operational standards are based on a description of required or prohibited courses of action or behavior with respect to the acquisition, deployment, implementation, or use of information technology resources.

c. *Procedure.* Standards based on procedure means that the operational standards are based on a set of administrative instructions for implementation of a policy or standards specifications.

d. *Standards specifications.* Standards based on specifications means that the operational standards are based on a description of specific required technical approaches, solutions, methodologies, products or protocols which must be adhered to in the design, development, implementation or upgrade of systems architecture, including hardware, software and services, and a description of those prohibited. Standards are intended to establish uniformity in common technology infrastructures, applications, processes or data. Standards may be developed as a subset of, and within the context of, a broader technology policy. Standards may define or limit the tools, proprietary product offerings or technical solutions which may be used, developed or deployed by state government entities subject to compliance with the operational standards specifications.

25.5(5) *Goals for information technology standards.* The underlying purpose of operational standards involving information technology shall be one or more of the following:

- a. To promote consistency in the automation of systems;
- b. To eliminate duplicative development efforts;
- c. To ensure continuity of ongoing state operations;
- d. To promote administrative efficiencies relating to development and maintenance of systems;
- e. To enable the state to realize its full purchasing power from the use of a statewide, enterprise approach to the selection of technology solutions; and

f. To enhance security of systems and protection of personal information.

25.5(6) *Evaluating compliance with operational standards.* In evaluating compliance with operational standards, the technology governance board shall consider the following criteria:

a. Current technology. A proposed technology solution should be consistent with the statewide technology direction.

(1) A proposed technology solution should promote the goals set forth in subrule 25.5(5).

(2) A proposed technology solution should be current and reflect industry trends or best practice guidelines.

(3) A proposed technology solution should offer potential for a long life cycle, minimizing the risk of technological obsolescence.

b. Existing technology deployments. When state government entities have already made an investment in the proposed technology solution, the following issues shall be considered:

(1) The size and scope of existing deployments of the technology solution among state government entities (the installed base).

(2) Current fiscal investment associated with the installed base.

(3) Acquisition, development and deployment time frames associated with developing the installed base.

c. Maintenance of ongoing business operations. The proposed technology solution should enhance the ability of state government entities to maintain ongoing business operations.

d. Impact on state resources. Considerations regarding state resources include the following:

(1) Administrative and fiscal resources required to implement the proposed technology solution.

(2) Deployment time frame to implement the proposed technology solution.

(3) The potential for cost savings or cost avoidance.

25.5(7) *Effective date of operational standards.* Operational standards are effective 24 hours after the time of final posting unless otherwise specified.