| Policy Title: | | Application Management Policy | | |
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|  | **OFFICE OF CHIEF INFORMATION OFFICER** | **Category** | Information Technology Services (ITS) | |
| | | **Administrative Policy #** | | |
| | | **Revision #** | N/A | |
| | | **Review Frequency** | As Needed – no less frequently than triennially | |
| **Administrative Division** | Information Technology Services (ITS) | **Reviewed By** | Chief Information System Officer | |
| **BOWC Approval** | | **Last Reviewed/Update Date** | | |
| **Implementation Date** | | | | |

1. **OBJECTIVES**

    1.1. To describe requirements for IT application management related to the application lifecycle. ITS follows best practice and industry standards to ensure all policies and procedures address the appropriate risks and controls.


2. **PURPOSE**

    2.1. This process encompasses the complete life cycle, including development, acquisition, implementation, maintenance, and disposal of IT applications.

3. **SCOPE**

    3.1. This policy applies to all employees and contractors/vendors that are or will be engaged in the lifecycle of any DWSD IT application. This should be used in conjunction with other DWSD ITS policies.

4. **RESPONSIBILITIES**

    4.1. **Chief Information Officer (CIO)**

    4.1.1. The Chief Information Officer (CIO), or delegate, is responsible for publishing this policy and updating this policy as necessary.

    4.1.2. The CIO, or delegate, is responsible for interpreting and enforcing this policy.

    4.2. **Information Technology Services (ITS)**

    4.2.1. ITS is responsible for monitoring existing applications and licenses, and performing an annual audit as defined within the policy.

5. **POLICY**

    5.1. ITS is responsible for maintaining an inventory of all applications utilized within DWSD.

    5.1.1. Annually, ITS will conduct a survey to obtain existing application information.

    5.1.2. Application administrators must register their applications with ITS and report when an application is retired.

    5.2. Annually, ITS will perform an audit of existing application information, license count, application status, and data stored.

5.3. Application purchases must be in accordance with the DWSD Hardware, Software, and IT Procurement Policy.

5.4. Application changes must be in accordance with the DWSD Change Management Policy.

5.5. In general, the application management lifecycle is as follows. ITS will employ best practices, to the extent practicable, in the application management lifecycle.

    5.5.1. Define Requirements – gather requirements based on the business needs of the organization.

    5.5.2. Design – Translate business requirements into system specifications.

    5.5.3. Build – Ready the application and the operational model for deployment.

    5.5.4. Deploy – Put the operating model and application into the existing IT environment.

    5.5.5. Operate – Operates the application as part of the business service.

    5.5.6. Optimize – Measure performance, discuss potential improvements, and perform additional development if needed.