

**Office of the Chief Information Officer
Enterprise Policy**

Policy Number: CIO-102

Effective Date: 07/08/2015

Subject: Software Sunset Policy

Policy Statement: Due to high support costs and increased security risks incurred through continuing use of out-of-support or “sunset” software that is non-compliant with the Commonwealth’s Information Technology Standards, COT is hereby establishing appropriate cost recovery charges which shall be applied in addition to normal service rates when agencies continue to employ such software.

Policy Maintenance: The Commonwealth Office of Technology (COT), Office of Enterprise Technology has the responsibility for maintaining this policy. Organizations may choose to add to this policy as appropriate, in order to enforce more restrictive standards. Therefore, staff members are to refer to their organization’s internal policy, which may have additional information or clarification of this enterprise policy.

Authority: [KRS 42.726](#) authorizes the Commonwealth Office of Technology (COT) to develop policies that support and promote the effective application of information technology within the executive branch of state government, as well information technology directions, standards, and necessary management processes to assure full compliance with those policies.

Applicability: This policy is to be adhered to by all Executive Branch agencies and non-Executive Branch agencies utilizing COT to manage infrastructure and services, including employees, contractors, consultants, temporaries, volunteers and other workers within state government that install, operate, or maintain production of software applications hosted on infrastructure managed by COT.

Responsibility for Compliance: Each Agency is responsible for assuring that appropriate staff within their organizational authority have been made aware of the provisions of this policy, that compliance by the staff is expected, and that unauthorized and/or neglectful actions in regard to this policy may result in disciplinary action up to and including dismissal. It is each Executive Cabinet’s responsibility to enforce and manage the application of this policy.

Non-compliance to the policy may result in additional shared service charges to the Agency for COT’s remediation efforts pertaining to this policy.

Review Cycle: This policy will be reviewed at least every two years.

Definition:

Sunset software – software that is no longer supported by the manufacturer or distributing company. This occurs because as newer versions of software are released, it is cost prohibitive to continue to support earlier versions. In some cases, extended warranties can be procured but at a considerable premium.

Policy:

Sunset technology provides a multitude of potential risks to the Commonwealth. Once out of support, security patches are no longer created when deficiencies are identified. This leaves the Commonwealth with potential vulnerabilities that could be exploited by a variety of means by hackers. Additionally, applications dependent on older versions of software prevent the Commonwealth from being able to utilize the features and functions of newer technologies because of incompatibility issues between products.

In recognition that the enterprise incurs real costs when non-compliant software must be supported and to strongly encourage agencies to remain current with vendor software products, the Commonwealth Office of Technology will notify agencies via Agency Contact Memo (ACM) of announced sunset dates as soon as COT becomes aware of them. Agencies will be asked to prepare and submit a plan for moving off the sunset software within 90 days of distribution of the ACM.

Agencies that have not submitted their plan within 90 days will be contacted by their Business Relationship Manager (BRM) to assist in engaging the appropriate COT department in preparing a plan for resolution. Agencies whose plan includes a request for an architectural exemption for continued use of software that has been sunset must be prepared to incur additional costs for their continued use past the sunset date. These costs will be passed along to the agency in the form of the actual costs for extended warranties and/or other costs incurred by COT.

It will be the responsibility of the Commonwealth Office of Technology, Office of Enterprise Technology Division of Enterprise Architecture, along with the Office of the Chief Information Officer, to provide Agency Contact Memorandums with the official sunset dates as they are announced. These ACM's will be distributed via e-mail as well as posted to the COT Website.

References:

- COT Agency Contact Memo listing:
<http://technology.ky.gov/Pages/memos.aspx>
- COT Service Rates & Descriptions:
<http://technology.ky.gov/services/Pages/Rates.aspx>
- COT Business Relationship Manager listing:
<http://technology.ky.gov/Pages/businessManagers.aspx>

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