

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

Policy Number: CIO-085

Effective Date: 08/01/2005
Reviewed Date: 02/02/2015
Revised Date: 02/02/2015

Subject: Authorized Agency Contacts

Policy Statement: The intent of this policy is to ensure the establishment of a formal communications link between COT and the organizational entities that use COT services by condensing the existing agency contacts into five comprehensive lists for Agency Human Resources, Agency IT Services, Agency Compliance, Agency Security and Agency Management.

Policy Maintenance: The Commonwealth Office of Technology, Commonwealth Service Desk, has the responsibility for the maintenance of 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 as 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 staff, including employees, contractors, consultants, temporaries, volunteers and other workers within state government.

Responsibility for Compliance: Each organization is responsible for ensuring that the provisions of this policy are followed, and that its staff members are aware of this policy.

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

Definitions:

Organization: For purposes of this policy, an organization is defined as follows: Within the executive branch, with the exception of the General Government Cabinet, "organization" means each cabinet as a whole, rather than the separate agencies within the cabinet. Within the General Government Cabinet, the term "organization" refers to each unique agency or constitutional office within the Cabinet.

Policy:

In keeping with COT's renewed focus on customer service, the establishment of formal communication links between COT and the organizational entities that use COT services are essential to the success of both parties. These links will be established through a series of functional contact lists. Contacts provided to COT will have the authority to act on behalf of their organization. (To protect both the organization and COT from unauthorized service or procurement requests, **COT will not be able to process requests that are not properly authorized and submitted**).

• **Organization Human Resources Contact:**

Each organization will establish one or more Human Resource Contacts and provide a list of them to the Commonwealth Service Desk. These contacts will be approved to submit requests for the establishment, modification and deletion of end user identities and access and must have spending authority for core services, such as email and requests for desktops, phones, etc. for new personnel. They should understand basic identity protection and privacy practices, and be well-versed in completing and submitting the necessary forms to request services. This role will also be responsible for distributing awareness communications (that pertain to this area) from COT to the respective organization.

• **Organization IT Services Contact:**

Each organization will establish one or more Service Contacts and provide a list of them to the Commonwealth Service Desk. These contacts will be approved to request all rated and non-rated services from COT (i.e. hardware, software, voice/data services, and disk space). These resources should have basic knowledge of [COT rated services](#), and should be well-versed in completing and submitting the necessary forms to request services. This role will also be responsible for distributing awareness communications (that pertain to this area) from COT to the respective organization.

• **Organization Compliance Contact:**

Each organization will establish one or more Compliance Contacts and provide a list of them to the Commonwealth Service Desk. These contacts will be approved to serve as the central coordinator for the various business units within the organization for requests that involve matters of state, local, and/or federal regulatory compliance, such as audits. This role will also be responsible for distributing awareness communications (that pertain to this area) from COT to the respective organization.

• **Organization Security Contact:**

Each organization will establish one or more Security Contacts and provide a list of them to the Commonwealth Service Desk. These contacts will be approved to serve as the focal point for communications with COT Security for security-related issues specifically affecting the organization, such as the security of the organization's data and computing resources. These resources should be able to act and respond in a timely manner to information received or requested, based on the organization's established policies and procedures. This role will also be responsible for distributing awareness communications (that pertain to this area) from COT to the respective organization.

• **Organization Management Contact:**

Each organization will establish a list of Management Contacts (Director or above) and provide a list of them to the Commonwealth Service Desk. These contacts will be authorized to submit and/or approve requests to the Commonwealth Service Desk in the case of an emergency when the appointed contact(s) are unavailable. These resources will also be authorized to review and approve changes to the various contact lists.

References:

COT rated services listing - <http://technology.ky.gov/services/Pages/Rates.aspx>

END