

Process Steps

Title:	DHS OHA-070-007-01 Information Technology Standards Exception Process
Related to:	DHS OHA-070-007 Information Technology Standards Policy
Effective date:	Rev. 09/01/16

Purpose

This process describes how the Department of Human Services (DHS) and the Oregon Health Authority (OHA) obtain exceptions to standard information technology (IT) products or services. The Office of Information Services (OIS) will maintain an *IT Standards and Approved Products List* which will be available to DHS and OHA. This process will be used when the customer/requestor is inquiring about hardware, software, or an IT service that is not on the *IT Standards and Approved Products List*.

Process

1. A requestor submits an inquiry or request for a non-standard IT product or service through an [MSC 0075 form](#) or [Service Desk ticket](#).
2. The OIS IT Standards Coordinator:
 - a. Receives the request.
 - b. Ensures a Service Desk ticket is opened.
 - c. Completes an initial evaluation of the business needs.
 - d. If necessary, collaborates with the requestor and appropriate stakeholders to ensure the business needs are well understood.
 - e. Researches alternatives, negotiates potential solutions, and develops recommendations.
 - f. Makes a determination to approve or deny the standards exception request based on the [IT Standards Coordinator Exception Approval Criteria](#); or
 - f. Submits the request to the IT Standards Committee for further review.
3. When an exception request is sent to the IT Standards Committee for review, the committee:
 - a. Evaluates and determines if the exception request is approved.
 - b. Notifies the OIS IT Standards Coordinator of the final status determination.
4. For approved requests, the OIS IT Standards Coordinator:
 - a. Notifies the requestor of the approval.
 - b. Provides the requestor information on the next steps.
 - c. Updates and closes the Service Desk ticket.
5. For denied requests, the OIS IT Standards Coordinator:
 - a. Notifies the requestor of the final status determination.
 - b. Provides the requestor with suggested alternatives, if available.
 - c. Updates and closes the Service Desk ticket.
6. The OIS IT Standards Coordinator shall provide information to the IT Standards Committee on the exception requests that were approved or denied. This information shall be used by the IT Standards Committee for future IT standards setting considerations, and for monitoring of approvals and denials.

References

IT Standards and Approved Products List

[IT Standards Coordinator Exception Approval Criteria](#)

[DHS|OHA-070-070-02 Information Technology Standards Exception Process Map](#)

[DHS|OHA-070-014-01 Information Technology Asset Management Acquisition Process](#)

Forms referenced

[MSC 0075 IT Purchase/Acquisition Request Form](#)

Related policies

[DAS 107-004-130 information Technology Investment Review/Approval](#)

[DHS|OHA-070-007 Information Technology Standards Policy](#)

[DHS|OHA-070-014 Information Technology Asset Management Policy](#)

[DHS|OHA-010-013 Alternate Formats and Language Access Services Policy](#)

[DHS-060-034 Reasonable Accommodation Policy](#)

Contact

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Process History

05/06/02 Initial release Department of Human Services

09/01/16 Established joint DHS|OHA process

Keywords

Exception, information, IT Standards Committee, ITSC, OIS IT Standards Coordinator, requestor, standards, technology

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