ADMINISTRATIVE PROCEDURE

SECTION 600 – Information Technology	**PROCEDURE** 605-B
TITLE Appeal Process for Technology Denials	**IMPLEMENTS POLICY** 605
SPONSORING DEPARTMENT/DIV Department of Information Technology Services (ITS)	
EFFECTIVE DATE 09/26/2023	**REVIEWED** N/A

OBJECTIVE: To establish a procedure for County departments to request reconsideration of denied IT solutions by the Department of Information Technology Services (ITS). The intent is to ensure the security, integrity, and availability of County systems and data.

PURPOSE: This appeal process may be used by any County department that wishes to appeal the decision of ITS in response to the procurement and use of a technology solution.

This appeal process is established to support County departments asking to elevate their business use case and technology assessment decision to their department head, the Information Security Officer (ISO), Chief Information Officer (CIO), possibly the Assistant County Administrator (ACA) in charge of the department requesting the appeal, and the ACA for ITS. If the department and ITS cannot agree upon an acceptable solution, the department's appeal will be forwarded to their ACA, and ITS' ACA (if different) according to this implementation procedure.

WHEREAS:

A list of approved cloud services is published on ITS' Service Portal (for cloud service technical solutions). County Solution Sponsors (CSS) are encouraged to review this list first to review if an existing solution meets the organizational needs, and

Any department may submit a Demand for technology needs, and

ITS will review all new requests for technology, and

Results of each review are shared with the requesting department and, as necessary, the vendor or Cloud Service Provider (CSP) with the goal of mitigating risks, thus allowing acceptable use of the vendor/CSP product/service, and

If ITS' assessment of concerns cannot be addressed, or ITS deems the solution high risk, a denial is issued,

These are the Appeal Procedures.

PROCEDURE:

1. Within 30 calendar days of a technology denial, the department may submit an appeal to its Department Head, the Information Security Officer (ISO) and the Chief Information Officer (CIO) via electronic email communication.
   1.1. The appeal should include ITS' review results, denial communication, and the department's business use case weighing and considering the use against identified risks.

2. If agreement cannot be reached through email communications, the Department Head and CIO will meet and discuss the appeal.
   2.1. Results of the meeting should be documented by the department, and
   2.2. If not resolved, the Department Head may escalate the appeal to the Assistant County Administrator (ACA) in charge of the department for consideration, and carbon copy (cc) ITS' ACA.
      2.2.1. There should be a meeting of the Department Head, CIO, ISO, and ACAs.
      2.2.2. Meeting Minutes/Action Items will be documented by the ISO.

3. Once an ultimate resolution is identified, the ISO is responsible for communicating via electronic email back to the Department Head, CIO, and ACAs (if applicable) for documentation and record retention.
      3.1.1. If Appeal is granted, the Department Head and County Administrative Office (CAO) agree to accept all risks associated with the purchase and use of the technology.
         3.1.1.1. ITS' support role for the technology will be agreed upon by both the department and ITS before procurement and implementation is initiated.
      3.1.2. The ISO will add the Appeal Decision to the County Information Security Risk Log as an exception against Policy.
         3.1.2.1. The County Information Security Risk Log exceptions will be audited on an annual basis to determine if the exception is still needed.
   3.2. If Appeal is denied, the ISO will document the details of the denial for record.