



The Department of Information Services (DIS) provides computer and telecommunication services to state agencies, local governments, and non-profit organizations. In conjunction with the Information Services Board (ISB), DIS also oversees the technology development projects of state agencies.

### **Project Oversight**

The ISB is comprised of state agency officials, representatives of the private sector, and members of the House of Representatives and Senate. The ISB is responsible for the development of state technology plans, standards for the use of technology by state agencies, and the oversight of state technology projects.

The ISB has established criteria for project oversight. Only the most significant projects need to be approved by the ISB before work begins. Projects that are of moderate cost or complexity need the approval of the Director of DIS, and projects that are of lower risk may be initiated directly by state agencies. Accountability for the success of the most significant projects is shared by the agency directors sponsoring the project and the Director of DIS.

Agencies are required to submit an investment plan for significant projects. If a project is approved by the ISB or the Director of DIS, then an agency is to follow the project management practices endorsed by the ISB. Once work begins on a project, regular project assessments are provided to the ISB by DIS staff. These assessments enable the ISB to take actions that may be needed to address any project challenges.

In most cases, contractors assist agencies with the completion of the significant projects. The contracts are usually personal service contracts that are managed in accordance with the contracting practices issued by the ISB and the Office of Financial Management. The sponsoring agency enters into a contract with the firm selected to perform the work. The specific deliverables associated with a project are included in the contract.

Additional information on project management is available at:  
<http://www.isb.wa.gov/policies/management.aspx>.

### **Technology Acquisitions**

Through a competitive process, DIS has also entered into master contracts with firms that provide hardware, software, and technology services. State agencies, local governments, and non-profit organizations can purchase computers, office software, and telecommunications services through these contracts. Given that the master contracts provide for volume purchases and a consolidated acquisition process, the product, service, and administrative costs are lower. This contracting service is part of the SmartBuying Partnership, [www.smartbuying.wa.gov](http://www.smartbuying.wa.gov), that is being implemented during the current biennium.

Additional information on technology acquisitions is available at:  
[http://techmall.dis.wa.gov/default\\_technology.aspx](http://techmall.dis.wa.gov/default_technology.aspx).