Responsibility Matrix
Summary

Responsibility Area	Michigan	Missouri	Washington
Agency Description	The Department of Information Technology (DIT) was created by an Executive Reorganization through Executive Order 2001-03 dated August 9, 2001 and updated June 10, 2004.	The Information Technology Services Division (ITSD) within the Office of Administration was created through state budget instructions and a brief Executive Order 05-07 on January 26, 2005.	The Department of Information Services (DIS) was established by law in 1987; 43.105.047. The DIS Director serves as the vice chair of the Information Services Board (ISB). The ISB was established by law in 1987; 43.105.032.
Applicability	Executive Branch; supports 19 state agencies; $378 million annual budget; 1,700 employees; 800 business applications; 55,000 desktop computers; 1,300 telecom locations	Executive Branch and separately elected officials; supports 15 state agencies.	State and local government agencies educational institutions, tribal governments, and qualifying non-profit organizations. DIS budget $265.6 million and 478 staff. State IT Expenditures over $1.5 billion and 4,800 employees.
Technology Infrastructure Includes email, portals, security, data center services, networks, wireless	Development and Management is the responsibility of the DIT.	ITSD provides networks and telecommunication; end user support; state data center services; enterprise application and data management; and information security management.	DIS provides IT purchasing, leasing, wireless services, data networks, network security, mainframe and server-based computing, telephones and long distance, web services including Access Washington, multi-media and video production, statewide operators, call center infrastructure. Use of services is optional. The ISB develops standards and procedures governing the acquisition of equipment, software, telecommunications and purchased

			services; delegates authority to agencies to acquire equipment, proprietary software, and purchased services; and adopts statewide or interagency technical policies, standards and procedures.
Application Development Includes the development of line of business and administrative applications	Development and management is the responsibility of the DIT. DIT consults with each line agency regarding prioritization for line of business applications.	Application development is conducted by agencies for line of business applications and ITSD for administrative applications. Some development is outsourced.	Applications are developed by agencies with oversight by the agency, DIS, or the ISB depending upon the project budget and scope.
Administration and Operations Includes the development of service level agreements, customer boards, governing boards, budget development, and resource allocation	Administrative and operational responsibilities are the responsibility of the DIT. IT budgets are maintained within the agencies. Each agency has a DIT inter-departmental grant (IDG). DIT charges each agency for its services via their IDG.	ITSD provides the administrative services necessary to support 15 state agencies such as human resources, budget and finance, procurement, and telecom fiscal services.	Administrative and operational responsibilities for IT are the responsibility of each agency director. IT budget requests are reviewed by DIS and recommendations are provided to the Office of Financial Management for consideration.
Policy and Standard Development	DIT is responsible for developing all administrative policies and procedures. DIT has also established an enterprise technical architecture plan and standards.	ITSD is responsible for developing policies and standards for the state.	The ISB is responsible for the adoption of IT policies, standards, and guidelines.
Planning Includes strategic and tactical planning, performance reporting, and sharing of best practices	DIT is responsible for coordinating a unified executive branch strategic plan, the development and implementation of processes to replicate best practices.	ITSD is responsible for the development of the state strategic plan and sharing of best practices.	DIS and the ISB are responsible for the development of the state strategic IT plan and sharing of best practices: 43.105.160. DIS is responsible for the development of the state biennial performance report on IT: 43.105.170. Each agency must prepare and provide DIS with an agency biennial performance report on IT: 43.105.170.
Personnel	All personnel were transferred under the authority of DIT.	All personnel were transferred under the authority of ITSD.	IT personnel are managed by each agency.

Responsibility Matrix
Technology Infrastructure

Responsibility Area	Michigan	Missouri	Washington
Email	DIT is responsible for the state email system. DIT has fully consolidated its two (Outlook and GroupWise) email systems. Michigan went from 700 email servers to 70.	ITSD is responsible for the state email system.	Use of the email system managed by DIS is discretionary.
Portals	DIT is responsible for developing and maintaining the E-Michigan state portal.	ITSD is responsible for the development and some maintenance (not content) of the state portals.	Management of state portals by DIS is discretionary.
Security	DIT is responsible for all state IT security.	ITSD is responsible for the state IT security.	Security for the State Government Network is provided by DIS.
Data Center Services	All servers must be located in one of the two enterprise state data centers (tier one and tier two). Both centers are managed by DIT. Michigan has closed 23 data centers as of October of 2007.	ITSD is responsible for the state data center services.	Use of state data center services is discretionary. Some agencies have data centers on-site or house resulting in servers in closets.
Networks	DIT is responsible for developing and maintaining the Enterprise state network.	ITSD is responsible for the state networks.	DIS manages and supports the State Government Network, Intergovernmental Network, and K20 Education Network.
Wireless Services	DIT is responsible for developing and maintaining the Enterprise state wireless network.	ITSD is responsible for the state wireless networks.	Wireless networks are managed by DIS and other agencies.
Storage	DIT manages all state storage needs. Michigan migrated nearly a petabyte of data (40m 4 drawer filing cabinets) into an enterprise storage solution.	ITSD is responsible for the state storage services.	Storage services provided by DIS are discretionary. Many agencies have their own storage services housed on site.

Responsibility Matrix
Application Development

Responsibility Area	Michigan	Missouri	Washington
Line of Business Applications	DIT develops and manages all line of business applications supporting 19 state agencies.	Agencies manage the business functions and develop business requirements for ITSD to develop applications for Department specific lines of business.	Agencies develop applications based on business needs. Significant application developments are co-managed by the DIS and Agency Director.
Administrative Applications	DIT develops and manages the state's enterprise personnel, time & expense, and financial and accounting systems.	ITSD develops and manages all administrative applications for the state.	Administrative applications are developed by the responsible agency. Significant administrative application development is co-managed by the DIS and Agency Director.

Responsibility Matrix
Administration and Operations

Responsibility Area	Michigan	Missouri	Washington
Service Level Agreements	DIT develops SLA's with customer agencies. SLA's are updated yearly.	ITSD develops SLA's with customer agencies. These SLA's are performance measurement based and roll into an enterprise metrics system that defines IT performance	DIS develops SLA's with customer agencies.
Budget Development	All IT budget requests are submitted by the 19 agencies to both the State Budget Office and DIT. The State Budget Office and DIT jointly review and recommend IT proposals for funding consideration.	Pure IT related budget items, such as network upgrades or telecom purchases are developed at ITSD, new program and department specific application development that requires new budget decision items are done jointly by both the department and ITSD, and then presented in the department budget with specific directions to transfer the IT related expenses to ITSD if approved.	All IT budget requests are submitted to both the Office of Financial Management (OFM) and DIS. DIS reviews IT proposals and makes recommendations to OFM for consideration.
IT Resource Allocation	Resource allocation is evaluated by DIT and each of the 19 agencies within a monthly prioritization process. This process is facilitated at the executive level.	ITSD is responsible for all IT resource allocations.	IT resource allocation is the responsibility of each agency director.
Customer Groups	DIT supports 19 customer groups/agencies. Senior Directors (Information Officers) meet with each of our customer groups on a monthly basis. The meetings usually occur with the Agency Chief Deputy Directors.	ITSD has 14 primary customers. Quarterly these customers meet with CIO staff to review the measures in the SLA's, discuss new projects, and bring up any issues or concerns. These meetings are between the Deputy CIO and Deputy Cabinet Members – Annually the CIO meets with the Cabinet Members individually to review performance.	The Customer Advisory Board (CAB) consists of agency directors. The CAB assists DIS in setting the strategic direction and evaluating new services.
Governing Bodies	The Michigan Information Technology	The closest thing to a governing body is the	The Information Services Board (ISB)

	Executive Commission (MiTEC) meets five times a year. MiTEC is represented by each agency by its Agency Director or Chief Deputy Director. MiTEC is facilitated by DIT on establishing information technology strategic direction and in priority setting.	state Information Technology Advisory Board that is made up of all the IT Directors and CIOs from across state government. This body discusses statewide initiatives and advises the CIO.	created by statute in 1987 is responsible for the development of standards and procedures governing the acquisition of equipment, software, telecommunications and purchased services; delegating authority to agencies to acquire equipment, proprietary software, and purchased services; and adopting statewide or interagency technical policies, standards and procedures.
IT Funding	Funding resides within each line agency and is billed by the DIT based on service.	IT funds for all departments were transferred to the ITSD budget in 2006. ITSD operates out of these funds which reside within ITSD. There is no charge back model in place.	IT funding resides within each agency.
IT Contracting	DIT is responsible for managing all Information Technology contracts.	ITSD provides enterprise contracts.	DIS has master contracts which can be used by agencies. Some of the contracts are mandatory, but most are optional use.
IT Purchasing	DIT is responsible for managing all Information Technology purchasing.	ITSD provides for enterprise purchasing.	DIS has master contracts for some commodities, most of which are optional use.
IT Project Management	DIT is responsible for project management for Information Technology projects. The agencies are responsible for project management from a business perspective.	Project management is through each line agency.	Project management is the responsibility of each agency.
IT Project Oversight	The DIT Project Board provides oversight for all Level 2 and 3 projects. The Board also reviews and approves gates for these projects.	A project oversight program is in place that includes oversight by the Information Technology Advisory Board, State Chief Information Officer and the Office of Information Technology as well as some vendor provided oversight on large projects	Project oversight for projects with a budget within the agency's purchasing authority is provided by the agency. Oversight for projects with a budget that exceeds an agency's purchasing authority or are significant in size, budget, or impact receive oversight by DIS or the ISB as well as a third party.

Responsibility Matrix
Policy and Standard Development

Responsibility Area	Michigan	Missouri	Washington
Policy Development	Responsibility of DIT.	Responsibility of ITSD.	The ISB is responsible for IT Policy.
Application Development	DIT has developed an enterprise standard methodology for application development.	Line of business applications are developed by individual agencies within adopted standards. Administrative applications are developed by ITSD within adopted standards.	Applications are developed by each agency.
Enterprise Architecture	Responsibility of DIT.	Responsibility of ITSD.	The ISB develops and adopts the enterprise architecture for the state. A number of agencies have or are developing agency enterprise architectures.
Data Elements	Responsibility of DIT.	Responsibility of ITSD.	The ISB has the authority to adopt data element standards.
Data Ownership	DIT assigns responsibility to line agencies.	Data is owned by the agencies.	The ISB has the authority to assign responsibility of data ownership.
Cost Benefit Analysis	DIT to develop a standard methodology for developing cost benefit analyses.		The ISB has the authority to adopt a standard methodology for developing cost benefit analysis.

Responsibility Matrix
Planning

Responsibility Area	Michigan	Missouri	Washington
State IT Strategic Plan	Responsibility of DIT.	Responsibility of ITSD.	Responsibility of the ISB.
State IT Tactical Plan	Responsibility of DIT.	Responsibility of ITSD.	Responsibility of the ISB.
Performance Reporting	Responsibility of DIT.	Responsibility of ITSD.	Responsibility of the ISB.

Responsibility Matrix
Personnel

Responsibility Area	Michigan	Missouri	Washington
IT Infrastructure Personnel	Responsibility of DIT.	Under purview of ITSD.	Responsibility of each agency.
IT Application Development Personnel	Responsibility of DIT.	Under purview of ITSD.	Responsibility of each agency.
IT Administrative and Operational Personnel	Responsibility of DIT.	Under purview of ITSD.	Responsibility of each agency.