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AGENCY CONTACT MEMORANDUM #2015-0301

To: Agency IT Leadership, Technical Contacts

From: James M. Fowler,
Chief Information Officer

Date: March 18, 2015

Subject: Enterprise IT Policy CIO-085 Revised

In keeping with the Commonwealth Office of Technology's renewed focus on customer service and transparency, our agency recently made significant changes to [Enterprise IT Policy CIO-085](#) to protect state agencies from unauthorized expenditures.

The policy establishes formal communication links between COT and each organizational entity through one or more official contacts. These individuals are representatives of their agency and have the authority to act on matters pertaining to IT services, human resources, compliance, security, and management. Our agency will not process requests that are not submitted through official contacts.

Organizations may choose to add additional layers of protection to this policy as an additional safeguard. Employees should refer to their organization's internal policy for additional information.

Business Relationship Managers (BRMs) have begun working with agency IT leadership to identify official contacts so they can help them understand their roles. A master list of contacts can be [found in this searchable Excel spreadsheet](#). Changes to the list can be requested through the Commonwealth Service Desk or BRMs.

If you have questions about this policy, or would like to designate new or additional contacts for your organization, please reach out to your Business Relationship Manager for assistance.