

**ADMINISTRATIVE PRACTICE LETTER**

**SUBJECT: CIO Waiver for IT Processes and Procurement**

In order to maintain an agile, customer service focused information technology organization, the standards and practices we set must provide for a waiver process. This process is set out in this practice letter.

The purpose of standards, policies and processes is to assure quick response and a clear path to meet IT needs for the University of Maine System. However, not every need, initiative or timeline can be addressed within the established framework. Standards exist for personal computing devices, for example. Processes exist for proposing a new project and having it approved, or for acquiring software. There will be valid educational or mission critical needs which are not fully supported by the standards or must be expedited to meet institutional timelines.

In order to support emergency, innovative, and mission critical needs, the Chief Information Officer has established a waiver process. A waiver may be requested by email to the University of Maine System Chief Information Officer. The waiver should include:

- The service (software, hardware, professional service) requested.
- Why the service is mission critical, time critical, or in support of academics, innovation or research.
- Why the waiver is required.
- Approval of the campus Chief Academic Officer and/or Chief Financial Officer as appropriate.

The email should be directed to the Chief Information Officer with the subject line "Waiver Request." A response will be returned within 48 hours. The response may approval, denial or follow up questions.. This waiver does not alleviate the need to follow proper procurement practices or review by University Counsel and Information Security. If the waiver is related to a sponsored programs proposal, the principal investigator should copy on the waiver request the campus sponsored programs office or the campus staff overseeing sponsored programs proposals.

*This Administrative Practice Letter has been approved by the Treasurer of the University of Maine System.*