

Executive Order NO. 18

TO: All Departments and Agencies Under the Mayor

FROM: Michael B. Hancock, Mayor

DATE: January 13, 2021

SUBJECT: Technology Services Agency: Definition of its Mission, Role and Authority

PURPOSE: This Executive Order No. 18 further clarifies the mission, role, and authority of the Technology Services Agency (“Technology Services”). Executive Order No.18, dated June 17, 2005, is hereby cancelled and superseded by this Executive Order.

Section 1. **Applicable Authority**: The applicable authority relevant to the provisions and requirements of this Executive Order No. 18 are found in Sections 2.2.1, 2.2.6, 2.2.8, 2.2.10, and 2.9.3 of the Revised Charter of the City and County of Denver.

Section 2. **Mission and Scope**: The mission of Technology Services is to improve performance by providing and maintaining a sustainable and resilient digital operating platform that meets the connectivity, communication, and cybersecurity needs of all agencies, departments, divisions and the Users of the City and County of Denver. Technology Services is managed by the Chief Information Officer who is appointed by the Mayor.

Section 3. **Authority**:

3.1 Technology Services has authority to administer, manage, and sustain technology services for all agencies, departments, divisions and other governmental instrumentalities of the City and County of Denver (“Users”) that operate on the Network. The Network consists of hardware and software components and systems that support the digital services for Users including connectivity, email, storage, cybersecurity, and all other digital technology. Technology refers to any software, hardware, or cloud service that connects to the Network. Technology Services shall define policies contained in Memorandum A that any User must meet to deploy any Technology on the Network.

3.2 Technology Services has authority to organize and direct information technology (“IT”) activities and IT personnel operating on the Network, including the reassignment of staff classified as IT personnel. Technology Services shall develop, implement, and make available policies for Users on the Network and for Technology best practices across the City and County of Denver. Technology Services shall consult with a Department or Agency prior to the reassignment of personnel to minimize disruption of service.

3.3 Technology Services’ authority includes the discretion to block the procurement, or deployment or to disable Technology identified as a risk to the Network or incompatible with existing Technology.

3.4 Technology Services has authority, and is required to, review and approve all acquisitions, by purchase (inclusive of proof of concepts, trials, and other preliminary acquisitions) or any other means, of Technology by Users. Technology cannot be purchased with a P-Card.

Section 4.0 **Memorandum Attachments**: The procedures for implementing this Executive Order may be defined by Memorandum Attachments to the Executive Order, which shall become a part of

the Executive Order. Further, the Chief Information Officer shall have the authority to issue procedural Memorandum Attachments relative to this Executive Order.

Executive Order
No.18

Approved for
Legality:

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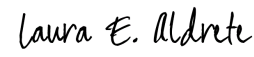
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Laura E. Aldrete
Executive Director of Community Planning
and Development

Memorandum No. 18A

TO: All Departments and Agencies Under the Mayor
FROM: Michael B. Hancock, Mayor
DATE: January 13, 2021
SUBJECT: Technology Services Agency: Policies

The policies of Technology Services can be found at:
<https://denvercity.sharepoint.com/sites/TechServices/SitePages/Information-GovernanceCommittee.aspx>

Technology Services policies include, but are not limited to:

- (i) Policy 01: Hardware Asset Management
- (ii) Policy 02: Software Asset Management
- (iii) Policy 03: Risk Management
- (iv) Policy 04: Identity and Access Management
- (v) Policy 05: Systems Secure Configurations and Management
- (vi) Policy 06: Network Secure Configurations and Management
- (vii) Policy 07: System Audit and Monitoring
- (viii) Policy 08: Data Protection Policy
- (ix) Policy 09: Disaster Response and Recovery
- (x) Policy 10: Cyber and Data Protection Awareness
- (xi) Policy 11: Application Development, Use, and Management
- (xii) Policy 12: Incident Response and Management
- (xiii) Policy 13: Physical Security of Technology Systems
- (xiv) Policy 14: Technology Vendor Management
- (xv) Policy 15: Social Media
- (xvi) Policy 16: Change Management