

**U.S. Department of Commerce
Information Technology Product Maintenance Support and
End of Product Life Cycle Management Policy**

Purpose

Information Technology (IT) products reach the end of their life cycle (obsolesce) for various reasons, including market demand, innovation in technology, inability to source critical components, substitution by functionally superior technology, or deviation in vendor's business direction. While this step is a normal part of the entire product life cycle, because all products eventually reach an "end of life" (EOL), Department of Commerce (DOC) System Owners must consider EOL throughout the solution's lifecycle, prior to acquisition through completion of phase out. Additionally, System Owners must also proactively mitigate the impact of EOL milestones on all Information Technology (IT) assets across DOC.

Authorities:

- Title 44, United States Code, Chapter 35, "Coordination of Federal Information Policy"
- Clinger-Cohen Act of 1996, Title 44, United States Code (U.S.C.) §§ 11101-111704

- Federal Information Security Modernization Act of 2014 (FISMA), 44 U.S.C. §§ 3551-3558

- Public Law 113-291, "Carl Levin and Howard P. 'Buck' McKeon National Defense Authorization Act for Fiscal Year 2015'," Title VIII, "Acquisition Policy, Acquisition Management, and Related Matters," Subtitle D, "Federal Information Technology Acquisition Reform" as codified in relevant part at 40 U.S.C. § 11319 (FITARA)
- Federal Acquisition Regulation, Part 39, "Acquisition of Information Technology"

- Office of Management and Budget (OMB) Circular A-130, "Managing Information as a Strategic Resource"

- OMB Memorandum M-15-14, "Management and Oversight of Federal Information Technology"

Definitions

- For the purposes of this policy, IT product is defined as hardware, software and firmware and tools that are ready-made by commercial vendors and are available for sale, lease, or license to the general public, as well as to the Federal Government. IT product includes, but is not limited to, desktop servers, switches, routers, firewalls, IDS, storage, tools, applications, operating systems, and back office software that is employed in support of DOC systems.

Scope

The provisions of this policy are applicable throughout the Department of Commerce, including all DOC Bureaus and Programs.

Policy

It is the policy of the Department of Commerce that all IT Products in use across the Department shall be vendor supported. The level of vendor support required shall be such that identified operational problems and security vulnerabilities are rapidly mitigated by vendor provided support.

This policy is applicable to all IT products, whether used as a standalone product, acquired and/or used as a result of a services contract, or as a component of a larger IT system, such as a major automated information system acquisition program. All IT investments which make use of IT products shall fully comply with this policy and shall ensure continued support of IT products as part of their lifecycle management planning process.

Responsibilities

System Owner

It is the responsibility of the System Owner to actively monitor the lifecycle of all IT products deployed within IT systems and assets owned and or operated within their portfolio, and to ensure migration plans are developed and executed to mitigate any operational and security impacts.

Whereas an end of life timeframe does not yet exist, the system owner must estimate and document an estimated timeframe based on previous experiences, similar products, or industry standards. When an end of life timeframe is announced by the vendor, the system owner must update its documentation to reflect the latest information.

If an IT Product is no longer under vendor standard support and has entered into an extended support phase, the system owner which desires continued use of the IT product must make the necessary arrangements for support, including funding, so that the DOC is adequately covered by the vendor's extended support agreement. Prior to entering into such an agreement, justification must be submitted and approved by the Architecture Review Board (ARB).

If the particular IT product is no longer under any type of support from the vendor (standard or extended), the IT product has reached commercial end of life, and the system owner requires continued use of the IT Product, then the system owner must request and receive a waiver to this policy.

Office of the CIO (OCIO)

The Office of the CIO (OCIO) retains the right to disable, disconnect or otherwise revoke access to all IT Products found to be in violation of this policy, without notice. Revoked products must be remedied, reviewed and approved by the ARB prior to reinstatement for continued use.

Guidance

Waiver requests to this policy must be submitted to the ARB. All such requests must include a plan of action and milestones (POA&M) clearing showing a timeline for remediation by defining activities that are clearly identifiable, easily measurable, and have an achievable completion date. Additionally, the request must satisfactorily assign responsibility for remediation and development of internal controls to monitor and update the POA&M to demonstrate weekly to monthly progress.

Background

Unsupported IT products pose unacceptable operational and security vulnerability risks to the IT assets of the Department of Commerce.

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Approved By:

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