

**SAM – INFORMATION TECHNOLOGY  
(California Department of Technology)**

**MAINTENANCE AND OPERATIONS PLAN POLICY**  
(Revised 03/11)

**4946**

The Maintenance and Operations (M&O) Plan provides an orderly, cost effective and planned process for ongoing routine M&O activities of implemented information technology (IT) systems.

The Technology Agency may request agencies to submit an M&O Plan for IT projects. Agencies requested to submit an M&O Plan must have the plan approved by the Technology Agency before commencing M&O activities. Once an M&O Plan is approved, agencies must provide the Technology Agency annual updates. The Technology Agency can suspend or withdraw its approval of the M&O Plan to respond to changing circumstances.

See the Statewide Information Management Manual M&O Plan Guidelines located in SIMM Section 160.