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Mosaic Interface Request and Approval Policy

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Introduction

This policy provides guidance to departments, agencies, vendors, and partners regarding how to request approval to create, change, recertify, or retire any integration that exchanges data with Mosaic. It applies to interfaces, including file-based transfers, Application Program Interface (API) service integrations, event or messaging patterns and reports where Mosaic is the system of record.

Procedure

Submit a Request and System of Record

All Mosaic interface requests (new, change, or retirement) must be submitted through the Office of the Comptroller (CTR) ticketing system, ServiceNow, using the CTR Solution Desk portal:

https://macomptroller.service-now.com/ctr-solutiondesk.

Requests submitted by email, chat, or paper correspondence will not be considered for approval.

Required Information

Requesters must complete all fields marked “required” on the Mosaic Interface Request form. Supporting materials should be attached to the ticket when available. CTR may request additional information through the ticket to confirm feasibility, security expectations, operational support needs, and scheduling dependencies.

Incomplete Requests

If required information is missing, the ticket will be closed as incomplete with instructions to submit a new request containing the missing details.

Review and Decision

CTR will review complete requests and record decisions in the ticket as one of the following outcomes: (1) approve, (2) deny, or (3) needs more information. CTR will acknowledge receipt, communicate review status, and document any anticipated timelines or dependencies in the ticket. For complex, high-risk, cross-team, or externally dependent integrations, CTR may convene an implementation working group to confirm requirements, responsibilities, security controls, testing, and cutover planning.

Roles and Responsibilities

Requesting Department

- Submits the request through the ticketing system and provides accurate business and technical information.
- Designates a business owner and technical contact for the interface throughout its lifecycle.
- Participates in testing and validates business outcomes prior to production enablement.
- Monitors their source/target systems and responds to notifications and error conditions.

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- Performs intake validation, review, and approval decisions for Mosaic interfaces.
- Defines security, privacy, and operational support expectations for approved integrations.
- Coordinates implementation tasks, testing, and production enablement through the ticketing system.
- Monitors Mosaic-side processing and shared integration components where applicable.

EOTSS / Enterprise Partners (as applicable)

- Supports prerequisites for shared network/security services and statewide integration platforms where required.
- Coordinates changes that affect shared services or enterprise platforms.

Minimum Standards

Approved interfaces must meet the following minimum standards:

- Maintain logging sufficient for troubleshooting and audit.
- Be tested in CTR-designated non-production environments prior to production enablement.
- Avoid embedded passwords or secrets (such as keys, certificates, or credentials) in scripts, files, or code
- Use approved secret-handling methods where applicable.

Change Management and Recertification

All interface changes must be requested through the ticketing system and may require re-testing prior to production deployment. Interfaces that do not remain compatible with Mosaic changes may be suspended until brought into compliance.

Interface Retirement

When an interface is no longer needed, is replaced, or is temporarily disabled, the requesting department, vendor, or other business partner must submit an interface retirement request through the ticketing system. CTR may also require retirement or suspension of an interfacewhen security, operational, or compliance requirements cannot be met.

Exceptions

Exceptions to this policy must be documented and approved in the ticketing system by CTR's Chief Information Officer, and shall include the scope, rationale, compensating controls, and an expiration date for the exceptionswhere applicable.

Internal Controls

CTR monitors all interface activity daily or as data is scheduled to interface. If a department experiences a repeatedly high percentage of either interface control failures or document validation errors, CTR will initiate remedial action to assist the department to improve performance. If attempts to correct business or technical problems underlying the high error percentage are unsuccessful, CTR may suspend interface processing until the department has demonstrated an improvement in successful processing.

Department heads are required to annually complete CTR's Internal Control Certification (ICC). CTR may also conduct periodic interviews and desk reviews to verify a department's compliance with this policy.

Contact

For questions pertaining to this policy, contact the Office of the Comptroller Solution Desk.