

Information Technology Policy

Electronic Commerce Formats and Standards

ITP Number ITP-INT002	Effective Date July 27, 1999
Category Integration	Supersedes ITP-INT B1
Contact RA-ITCentral@pa.gov	Scheduled Review July 2022

1. Purpose

This Information Technology Policy (ITP) establishes the Electronic Commerce initiatives and standards for the creation and implementation of internal, as well as outsourced Electronic Commerce projects.

2. Scope

This ITP applies to all offices, departments, boards, commissions and councils under the Governor's jurisdiction (hereinafter referred to as "agencies"). Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

Third-party vendors, licensors, contractors or suppliers shall meet the policy requirements of this ITP that are applicable to the products and services provided to the Commonwealth.

3. Definitions

3.1 Electronic Commerce (also referred to as E-commerce): is the activity of electronically maintaining relationships and conducting business transactions that include buying or selling information, services, and goods by means of computer telecommunications, networks and/or over the internet.

4. Objective

To ensure agencies develop and implement Electronic Commerce solutions that facilitate enterprise-wide interoperability and standardization.

5. Policy

Electronic Commerce generally involves three types of relationships:

- Business-to-business (B2B), where organizations exchange operational data and information between computer systems electronically, with no manual intervention.
- Business-to-customer (B2C), where businesses routinely interact with the customers in a manner where the business systems do not require manual intervention.
- Customer-to-business (C2B), where the customer initiates an ad-hoc transaction in which they perform a manual process to establish the exchange of information or data.

All Electronic Commerce initiatives shall follow the formats and standards included in STD-INT002A *Electronic Commerce Standards* for the creation and implementation of internal, as well as outsourced Electronic Commerce projects. These standards are not intended to apply to the creation and implementation of informational content web sites, but rather apply to the exchange of data and information required for agency operations.

Where there is a legal or regulatory requirement that defines a particular format or standard for the conduct of Electronic Commerce, agencies shall abide with such requirements. Where a Commonwealth IT Policy exists and is relevant to the interchange, such policies shall govern. In any case where these requirements are in conflict with the consistent application of widely accepted, open standards and formats, the Office of Administration, Office for Information Technology (OA/OIT) shall be notified for appropriate follow-on action.

Commonwealth agencies shall:

- Establish and maintain compatibility with currently published standards.
- Ensure that adopted standards do not limit competition.
- Ensure that all standards utilized are reliable and consistent with the best practices in place at the time.
- Utilize existing Commonwealth contracts when appropriate.

6. Responsibilities

6.1 Agencies shall comply with the requirements as outlined in this ITP.

6.2 Third-party vendors, licensors, contractors, or suppliers shall comply with the requirements as outlined in this ITP.

7. Related ITPs/Other References

Definitions of associated terms of this policy are published on the Office of Administration's public portal: <http://www.oa.pa.gov/Policies/Pages/Glossary.aspx>

Commonwealth policies, including Executive Orders, Management Directives, and IT Policies are published on the Office of Administration's public portal:

<http://www.oa.pa.gov/Policies/Pages/default.aspx>

- Management Directive 205.34 Amended *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*
- Management Directive 210.12 Amended *Electronic Commerce Initiatives and Security*
- Management Directive 310.24 Amended *Accepting Electronic Payments for Commonwealth Revenues*
- STD-INT002A *Electronic Commerce Standards*
- ITP-ACC001 *Information Technology Digital Accessibility Policy*
- ITP-INT003 *Electronic Commerce Interfaces*
- American National Standards Institute: www.ansi.org
- Nacha Standards: www.nacha.org/content/standards

- World Wide Web Consortium (W3C) Extensible Markup Language (XML): www.w3.org/xml
- Microsoft XML Core Services: docs.microsoft.com

8. Authority

Executive Order 2016-06 *Enterprise Information Technology Governance*

9. Publication Version Control

It is the [Authorized User](#)'s responsibility to ensure they have the latest version of this publication, which appears on <https://itcentral.pa.gov> for Commonwealth personnel and on the Office of Administration public portal: <http://www.oa.pa.gov/Policies/Pages/default.aspx>. Questions regarding this publication are to be directed to RA-ITCentral@pa.gov.

10. Exemption from This Policy

In the event an agency chooses to seek an exemption from the guidance within this ITP, a request for a policy waiver is to be submitted via the enterprise IT policy waiver process. Refer to [ITP-BUS004 IT Policy Waiver Review Process](#) for guidance.

This chart contains a history of this publication's revisions. Redline documents detail the revisions and are available to CWOPA users only.

Version	Date	Purpose of Revision	Redline Link
Original	07/27/1999	Base Document	
Revision	07/20/2021	<ul style="list-style-type: none"> • ITP Refresh • Added to current ITP template • Added third-party vendors to Scope and Responsibilities sections • Added Definitions Section • Updated Policy, Related ITPs and Exemption Sections 	Revised IT Policy Redline <07/20/2021>