

Information Technology Policy

Enterprise Telecommunication Services

ITP Number ITP-NET003	Effective Date September 13, 2005
Category Network	Supersedes None
Contact RA-ITCentral@pa.gov	Scheduled Review April 2022

1. Purpose

This Information Technology Policy (ITP) establishes a policy concerning the procurement of enterprise telecommunications.

2. Scope

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

3. Definitions

- 3.1 Agency Fiscal Officer (AFO)** – position responsible for providing overall general financial support to agencies and delivery centers.
- 3.2 Office for Information Technology (OIT)**- Directing the Commonwealth's deployment of technology, including standards, prioritization, infrastructure, security, applications, project management, staffing and more.
- 3.3 Public Switched Telephone Network (PSTN)** - Aggregate of the world's circuit-switched telephone networks that are operated by national, regional, or local telephony operators, providing infrastructure and services for public telecommunication.
- 3.4 Telecommunications Officer (TMO)** – A Commonwealth employee designated by the agency head to oversee the communications services of the agency and/or worksite.
- 3.5 Unified Communications (UC)** – a set of products that provides a consistent unified user interface and user experience across multiple devices and media types.
- 3.6 Unified Telecommunications Services (UTS)** - enterprise telecommunications group responsible for policy and standards on platform, equipment, and all related telecommunications items.

4. Objective

To satisfy the goal of a mobile workforce as well as reduce hardware expenditures, the Commonwealth is standardizing on the use of headsets with our primary UC and voice platform. Staff utilizing the Enterprise UC platform will no longer receive a desktop phone set as the default hardware for speaking to other Commonwealth staff and the public phone network. This change will enable the deployment of a single piece of hardware a person can use in the office as well as while teleworking during planned or emergency scenarios.

5. Policy

Telecommunication services and equipment shall be procured through OIT and the UTS team. Service requests should be placed through the agency help desk or self-service through ServiceNow. The agency TMO will review the request and advise on the standard headset recommended. This ensures compatibility with the current enterprise communications platform. Devices should be procured through the current state contract and the AFOs should not approve without a waiver from the Chief Information Officer ("CIO").

The allocation and use of telecommunication technology are not an entitlement for an [Authorized User](#). There is no requirement that an [Authorized User](#) be issued a Commonwealth physical phone set.

The use of Commonwealth issued telecommunications devices is intended for Commonwealth business purposes. Please refer to Management Directive 205.34 Amended, *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy* on appropriate use of Commonwealth IT Resources.

All [Authorized Users](#) leveraging the core UC platform shall receive a compatible, basic headset. This headset will be used for all telephony related activities including meetings, phone calls, and collaboration.

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 Waiver Review Process* for guidance.

Only requests for physical phone sets that are clearly justifiable will be approved.

Restrictions on purchases, outlined from the U.S. Environment Protection Agency (EPA) and the 2019 National Defense Authorization Act (NDAA), prohibit Agencies from entering into, extending or renewing a contract with a vendor that uses any equipment, system or service that uses telecommunications or video surveillance equipment or services from certain named companies. Please reference RFD-BUS002C *IT Investment Proscribed Suppliers* for a complete listing of those proscribed companies.

6. Responsibilities

6.1 OA OIT **UTS** is responsible to process and support the deployment of telecommunication hardware.

6.2 **Commonwealth Agencies** are to follow all contract guidelines in the enterprise telecommunication contracts and procure telecommunication services through Service Now. Ensure appropriate steps are taken during the procurement process by following ITP-ACC001 *Digital Accessibility Policy*

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:

- Management Directive 205.34 *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*
- ITP-ACC001 *Digital Accessibility Policy*
- ITP-BUS002 *IT Investment Review Process*
- RFD-BUS002B *IT Investment Reference Document*
- RFD-BUS002C *IT Investment Proscribed Suppliers*

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; and complies with Management Directive 205.34, *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*

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 Waiver Review Process](#) for guidance.

This chart contains a history of this publication's revisions:

Version	Date	Purpose of Revision	Redline Link
Original	09/13/2005	Base Document	
Revision	12/21/2010	Update to direct agencies to use the new telecommunications contract(s). NET003A rescinded	
Revision	03/02/2018	Updated ITP format Added Responsibilities section Moved definitions to online policy glossary	
Revision	2/09/2021	Added policy statements surrounding UC hardware standards Adjusted responsibilities section Added definitions Updated Exemption section to remove COPPAR reference	Revised IT Policy Redline <2/09/2021>
Revision	4/01/2021	Added language on restrictive purchases from proscribed suppliers Added BUS002, BUS002B, BUS002C to Related ITPs section	Revised IT Policy Redline <4/01/2021>