

# **Information Technology Policy**

## ***Enterprise Telecommunication Services***

**Number**

ITP-NET003

**Effective Date**

September 13, 2005

**Category**

Network

**Supersedes**

All Prior Versions

**Contact**

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**Scheduled Review**

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### **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):** A Commonwealth Agency employee designated by that agency to apply funding information to each order initiated by a [Telecommunications Officer \(TMO\)](#) before it is routed to a telecom supplier for fulfillment. AFOs also review and approve monthly invoices from the telecom suppliers before those invoices are submitted for payment to the supplier.

**3.2 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.

**3.3 Unified Communications (UC):** A set of products that provides a consistent unified user interface and user experience across multiple devices and media types.

## 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 the [Office of Administration, Office for Information Technology \(OA/OIT\)](#) and the [Unified Telecommunications Services \(UTS\)](#) team. Service requests shall be placed through the agency help desk or self-service through the Commonwealth ITSM tool. The agency TMO shall review the request and advise on the standard headset recommended. This ensures compatibility with the current enterprise communications platform. Devices shall be procured through the current state contract. Additionally, agencies shall adhere to the guidance provided in *OPD-NET003A Cross Agency Telecom Funding* regarding the funding of telecom costs for staff member.

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 shall 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 shall be submitted via the enterprise IT policy waiver process. Refer to [ITP-BUS004 IT Waiver Review Process](#) for guidance. AFOs shall not approve other user desktop phones without an approved IT policy waiver. Only requests for physical phone sets that are clearly justifiable shall 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 shall

- Follow all contract guidelines in the enterprise telecommunication contracts and procure telecommunication services through the Commonwealth ITSM tool.
- Ensure appropriate steps are taken during the procurement process by following [ITP-ACC001 Digital Accessibility Policy](#).
- Adhere to the guidance provided in OPD-NET003A *Cross Agency Telecom Funding* regarding the funding of telecom costs for staff members.

## 7. Related ITPs/Other References

- Definitions of associated terms of this policy are published on the Office of Administration's public portal: <http://www.oe.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.oe.pa.gov/Policies/Pages/default.aspx>
- [Management Directive 205.34 Amended Commonwealth of Pennsylvania Information Technology Acceptable Use Policy](#)
- [ITP-ACC001 Digital Accessibility Policy](#)
- [ITP-BUS002 IT Investment Review Process](#)
- [ITP-NET008 Telecommunications Services for Commonwealth Business Partners](#)
- [ITP-SEC035 Mobile Device Security Policy](#)
- [ITP-SFT007 Office Productivity Policy](#)
- OPD-NET003A Cross Agency Telecom Funding
- [RFD-BUS002B IT Investment Reference Document](#)
- RFD-BUS002C *IT Investment Proscribed Suppliers*
- STD-SFT007A *Office Productivity Standards*

## 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 shall be directed to [RA-ITCentral@pa.gov](mailto: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 shall 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	09/13/2005	Base Document	N/A
Revision	12/21/2010	Update to direct agencies to use the new telecommunications contract(s). NET003A rescinded	N/A
Revision	03/02/2018	Updated ITP format Added Responsibilities section Moved definitions to online policy glossary	N/A
Revision	2/09/2021	Added policy statements surrounding UC hardware standards Adjusted responsibilities section Added definitions Updated Exemption section to remove COPPAR reference	N/A
Revision	4/01/2021	Added language on restrictive purchases from proscribed suppliers Added BUS002, BUS002B, BUS002C to Related ITPs section	N/A
Revision	07/12/2022	ITP Refresh Updated definitions and links Added a reference to new supplemental document OPD-NET003A <i>Cross Agency Telecom Funding</i> Updated responsibilities section	<a href="#">Revised IT Policy Redline &lt;07/12/2022&gt;</a>