

# Information Technology Policy

## Telecommunications Services for Commonwealth Business Partners

<b>ITP Number</b> ITP-NET008	<b>Effective Date</b> June 18, 2004
<b>Category</b> Network	<b>Supersedes</b> None
<b>Contact</b> <a href="mailto:RA-ITCentral@pa.gov">RA-ITCentral@pa.gov</a>	<b>Scheduled Review</b> October 2016

### 1. Purpose

The purpose of this Information Technology Policy (ITP) is to establish an enterprise-wide policy for Commonwealth business partners to provision voice and data services for the exchange of information with the Commonwealth.

### 2. Scope

This Information Technology Policy (ITP) applies to all departments, boards, commissions and councils under the Governor's jurisdiction. Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

### 3. Definitions

**3.1 Business Partner:** Any entity identified by statute, regulation, or contract as being an agent of the Commonwealth of Pennsylvania. A business partner connection is an interface for connecting business partners to the Commonwealth of Pennsylvania (CoPA) network.

**3.2 Service Engagement Review Process (SERP):** Commonwealth review process to ensure new services being introduced into IT environments to mitigate potential risks and disruptions of Commonwealth business.

### 4. Policy

This policy supports the exchange of information between Commonwealth agencies and their business partners through the provisioning of voice and data services.

Business partners are to be sponsored by Commonwealth agencies. A description of the business partner's service requirements is to be submitted to the Office of Administration/Office for Information Technology at [ens@pa.gov](mailto:ens@pa.gov) for review and approval. Agencies are to expect that OA/OIT will periodically audit any existing business partner connections in an effort to obtain or update required information.

All services provided to a non-Commonwealth entity (business partner) are to be used solely for the partner's support of its business activities associated with the Commonwealth as agreed upon between the sponsoring agency and business partner.

Business Partners are to work only with the sponsoring agency and the sponsoring agency staff works with Enterprise Network Services (ENS). Business Partners should not work directly with ENS.

Routing: Static IP addressing is the standard. If the Border Gateway Protocol (BGP) is required, a Commonwealth of PA Procurement and Architectural Review (COPPAR) is required by sponsoring agency to validate requirements for this connectivity request.

A SERP is always required when engaging new Business Partner connections. This permits ENS to review bandwidth requirements that may impact the OA MAN to OA Business Partner network connectivity.

## **Telecommunications Services Provided for Business Partners**

All voice and data services, with the exception of the Commonwealth's Internet Connection, are available to business partners. Business partners are to procure their own Internet connection through the Commonwealth's Telecommunications Service Provider (TSP) or the provider of their choice.

All business partners, for security purposes, are to access the Commonwealth data network through the designated business partner network provided by the Commonwealth, and will be logically routed by Commonwealth-assigned Internet protocol addresses to the enterprise business partner routers and firewalls. Business partner firewall additions, changes, and deletions are subject to a five-business day turnaround and are to be submitted by authorized agency security personnel to enterprise security ([security@pa.gov](mailto:security@pa.gov)).

Business partner routing additions, changes, and deletions require a minimum seven-business day turnaround and are to be submitted by authorized agency network personnel to ENS ([ens@pa.gov](mailto:ens@pa.gov)) through a service request process. ENS will review the request and assign to the appropriate vendor support network management.

Emergency requests for both security and routing will be handled on a case by case basis.

The Commonwealth does not automatically provide business partner redundancy. It is an option that can be ordered and provisioned through the requesting agency and the Commonwealth's service provider.

## **Business Partner-to-Business Partner Communications**

Commonwealth agencies are required to submit a written request for direct business partner-to-business partner communications to [ens@pa.gov](mailto:ens@pa.gov) for review and approval. The request is to be based on specific requirements to conduct Commonwealth-only business.

Business partners participating in business partner-to-business partner communications will be required to use ENS provided network addressing that is not routable to the Internet. Devices equipped with dual or multiple network interface adapters are to maintain non-routable network addressing assigned by the Commonwealth.

## **Business Partner Co-Location**

Obtaining ENS engineering support results in a more timely and effective implementation of a new service. Agencies considering sponsoring a business partner connection through a CoPA Business partner Co-Location facility are to engage ENS [ens@pa.gov](mailto:ens@pa.gov) through the SERP process at the onset or as early as possible to provide or collaborate on requirement, contractual, and governance details regarding the prospective relationship.

A business partner may order intrastate or interstate data service from any local exchange carrier of its choice. The service is to terminate and enter through the OA/OIT-established business partner co-location networks.

Business partners may supply and manage their own router(s) and related equipment (encryption devices, modems, etc.) at any or all business partner co- location facilities.

Business partner or carrier addressing is permitted in the case of direct serial/WAN interface connections on the business partner co-location routers.

### **Business Partner Security and Standards**

CoPA will not provide network security for business partners connected to the Commonwealth's business partner network. Network security is the sole responsibility of the business partner.

Business partners participating are to implement Commonwealth-approved security solutions, policies and procedures to ensure enterprise security compliancy. Firewalls, access control lists on routers, and anti-virus protection solutions are considered minimum required security standards by the Commonwealth. Additional security measures that business partners deem prudent are also acceptable and recommended.

Business partners are expected to prevent any security breaches or other negative impact to the Commonwealth Enterprise network or agency specific network.

The Commonwealth's Chief Information Security Officer (CISO) is responsible for coordinating and leading cyber incident response when an incident involves multiple agencies or outside entities such as business partners or citizens. As part of an incident response, the CISO may prescribe the necessary incident management steps that may include, but are not necessarily limited to, disconnecting a system from the network, confiscating hardware for evidence, or providing information for investigative purposes.

Proper reporting and management of cyber security incidents are critical in order to secure and protect the Commonwealth of Pennsylvania's critical Information Technology (IT) business processes and assets from cyber-crime or cyber-terrorism.

Incidents involving the unauthorized or accidental modification, destruction, disclosure, loss, damage, misuse, or access to information technology resources such as systems, files, and data bases are to promptly be reported according to the IT Incident Reporting Procedures and Form provided in ITP-SEC024. The completed form is to be submitted via e-mail to Pennsylvania-Computer Security Incident Response Team ([ciso@pa.gov](mailto:ciso@pa.gov)) within the time frames set out in ITP-SEC024.

The Commonwealth will act appropriately to mitigate any suspected or known compromises.

Business partners providing services and support for the Commonwealth are to meet or exceed the Commonwealth's Enterprise [IT Policies](#).

### **Business Partner Ordering, Billing and Support**

All voice and data services for business partners are to be ordered by the sponsoring agency through the Commonwealth Telecommunications Services Contract.

A CoPA agency may establish billing for all or part of the business partner service. Multiple agencies sponsoring or sharing a single business partner service may share costs based on percentages of use or equally between them. The agency is to negotiate connection costs and billing prior to implementation.

CoPA agencies are to refer to the following link for ordering and billing procedures. Ordering and Billing Procedures (Available for CoPA use only)

Support is available to CoPA business partners under the following conditions:

- The business partner is to provide contact names to the sponsoring agency.
- The sponsoring agency is to provide the authorized business partner contact names to the Commonwealth's TSP.
- The sponsoring agency will provide help desk procedures to the business partner.
- Emergency or outage related help desk support is provided by the Commonwealth's TSP.
- Routine requests for assistance and configuration changes are to be directed to the sponsoring agency.

## 5. Related ITPs/Other References

- ITP-SEC024 - *IT Security Incident Reporting Policy*
- SinglePoint (SERP) - <https://www.sp.state.pa.us/>

## 6. Authority

[Executive Order 2011-05](#), Enterprise Information Technology Governance

## 7. Publication Version Control

It is the user's responsibility to ensure they have the latest version of this publication, which appears on <https://itcentral.pa.gov>. Questions regarding this publication are to be directed to [RA-ITCentral@pa.gov](mailto:RA-ITCentral@pa.gov).

## 8. Exemption from This Policy

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver may be submitted via the Commonwealth of PA Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at <http://coppa.oe.pa.gov/>. Agency CIO approval is required.

Agencies who have received a waiver for an ITP are to review the merits of the waiver on an internal reviewing cycle to ensure that the waiver is relevant for their business requirements. Should a review determine the waiver is no longer required, the agency CIO should send a formal request of a waiver withdrawal to [RA-ITCentral@pa.gov](mailto:RA-ITCentral@pa.gov).

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

Version	Date	Purpose of Revision
Original	06/18/2004	Base Document
Revision	12/20/2010	ITP Refresh
Revision	10/09/2015	<ul style="list-style-type: none"> <li>• ITP refresh, including updated URLs</li> <li>• Update business partner provisioning</li> <li>• Revised minimum business day turnaround timeframe from three to seven in Telecommunications Services Provided for Business Partners section</li> <li>• Language additions regarding Routing of business partners and clarification that sponsoring agencies are to work with ENS, not business partners.</li> <li>• Inclusion of SERP language as the mechanism for conducting new</li> </ul>

		<p>Business Partner connections.</p> <ul style="list-style-type: none"><li>• Removed mentions of decommissioned SEC024A</li></ul>
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