

**Information Technology Policy
Commonwealth of Pennsylvania
Governor's Office of Administration/Office for Information Technology**

ITP Number:	ITP-NET010	
ITP Title:	Commonwealth of Pennsylvania Satellite Services & Equipment Policy	
Issued by:	Deputy Secretary for Information Technology	
Date Issued:	September 26, 2006	Date Revised: March 3, 2011
Domain:	Network	
Discipline:	Network Services	
Technology Area:	Voice	
Revision History Date:	Description:	
3/3/2011	Agencies are to order satellite services through the <u>Enterprise Services Management System (ESMS)</u>, formerly known as ISS	

Abstract:

The purpose of this Information Technology Policy (ITP) is to establish policy concerning the procurement, allocation and use of satellite voice/data services and equipment for the Commonwealth.

Hurricane Katrina's destruction of communication facilities in the Gulf region was extraordinary. Almost three million customer telephone lines were knocked out of service. In addition, local wireless networks also sustained considerable damage, including broadcast stations and cable customers. It is important to apply the lessons learned to improve disaster relief and recovery telecommunications for the Commonwealth of Pennsylvania.

Satellites services provide redundancy, ubiquity and resiliency. Previous disasters have shown that first responders are to have the necessary satellite tools and training before an emergency occurs. In the hands of first responders this technology can provide the communications necessary to deploy safety-of-life services to those who need it without delay. Agencies are to take steps to ensure satellite services are integrated into emergency planning and preparations in advance of future disasters.

Satellite services and equipment are provided for by Statewide Contract # 9985-25, Satellite Communication Services. Coverage will be provided for mobile, land, aircraft, and marine operations. Coverage areas will include oceans; all land areas including poles, and in-building coverage.

General:

This 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 policy to ensure preparations for catastrophic events are in place to reduce vulnerabilities in the Commonwealth.

Policy:

This ITP establishes an enterprise-wide policy for voice/data satellite services and equipment. Agency procurement of satellite devices and subscription services is to

be in strict adherence with the contractual agreement between the Commonwealth and its satellite technology service providers.

Allocation of satellite services is to be determined as operationally necessary by the agency head or agency deputy secretary with operational responsibility for the management of satellite technology in the agency. After the need has been identified, approvals from the requesting agency secretary and the Office of Administration/Office for Information Technology (OA/OIT) are required prior to procurement of the equipment and service. The approval process is provided in the OPD-NET010C, *Satellite Services and Equipment - Roles and Responsibilities*.

No satellite technology is to be purchased from contractors outside the approved statewide contract, unless a waiver has been submitted and approved by the Department of General Services and the Office of Administration.

Agency comptrollers are to disapprove expenditures for satellite technology that fall outside the scope of the approved statewide contract, without a waiver from the Contract Administrator, Department of General Services.

Agencies are to order satellite services through the Enterprise Services Management System (ESMS), formerly known as ISS, after approvals are obtained from OA/OIT. Agencies will monitor the costs and the appropriate use of satellite services. Please refer to OPD-NET010C, *Satellite Services and Equipment – Roles and Responsibilities*.

Satellite equipment is to only be used when wireless or landline facilities are not available, or as a communication device of last resort, unless the agency is conducting device training and/or drill scenarios. The allocation and use of satellite technology is not an entitlement for any employee. Employee personal use of satellite equipment is not allowed. In the event personal use does occur, including both incoming and outgoing calls, employees are to notify their supervisor about the use and the reason for the use as soon as possible. Individuals are responsible for all costs associated with personal use of satellite equipment.

Each agency issuing satellite technology is to employ an allocation process based upon OPD-NET010A, *Guidelines for Satellite Communication Device Allocation*. Every employee provided with a Commonwealth satellite device is to sign OPD-NET010B, *Satellite Communications Device Justification and Acknowledgement Form*, stating the employee is aware of, and understands this satellite communication policy and his/her satellite communication plan. The issuing manager is to also sign OPD-NET010B maintaining that the device was issued for one or more of the identified guidelines. A copy of this documentation will reside in the employee's Official Personnel Folder.

Employees are not to alter the terms of their satellite agreement in any way. All requested changes are to be approved by the agency head or deputy secretary. The agency Telecommunication Management Officer (TMO), or designate, will process any equipment, or individual plan changes to the appropriate contractor.

Due to associated costs for outgoing and incoming communications, addresses and telephone numbers for satellite devices are to be unlisted and shared for emergency business-related purposes only. Employees are not to place their satellite telephone numbers on their business cards.

Refresh Schedule:

All standards identified in this ITP are subject to periodic review and possible revision, or upon request by the Enterprise Architecture Standards Committee (EASC).

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.pa.gov/>. Agency CIO approval is required. Contact your agency [CoP Planner](#) for further details or assistance.

Questions:

Questions regarding this policy are to be directed to ra-itcentral@pa.gov.

Policy Supplements:

[OPD-NET010A](#) - Guidelines for Satellite Communication Device Allocation

[OPD-NET010B](#) - Satellite Comm Device Justification and Acknowledgment Form

[OPD-NET010C](#) - Satellite Services and Equipment - Roles and Responsibilities