1. **Purpose**
   This Information Technology Policy (ITP) covers wireless cellular data technology for the Commonwealth.

2. **Scope**
   This ITP applies to all departments, boards, offices, 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.

3. **Definitions**

   **3.1 Mobile Communication Device (Mobile Devices):** Any mobile phone, smartphone, or media tablet that transmits, stores, and receives data, text, and/or voice with a connection to a wireless LAN and/or cellular network.

   **3.2 Mobile Device Management (MDM):** Software technologies that secure, monitor, manage and support Mobile Devices deployed across the enterprise. By controlling and protecting the data and configuration settings for all Mobile Devices in the network, MDM can reduce support costs, security, and business risks. The intent of MDM is to optimize the functionality and security of a mobile communications network while minimizing cost and downtime.

   **3.3 Mobile Device Service Plan:** Any service agreement established with a cellular service provider to grant Mobile Device access to cellular networks for the transmission of voice and data traffic.

   **3.4 Telecommunications Officer (TMO):** A Commonwealth employee designated to oversee the communications services of the agency and/or worksite.

   **3.5 Unified Telecommunications Services (UTS):** Enterprise telecommunications group responsible for policy and standards on platform, equipment, and all related telecommunications items.

4. **Policy**


   **B.** Commonwealth agencies are to adhere to the Commonwealth Wireless Cellular Contract for the procurement of cellular services and equipment. Cellular data rates are variable based on location and vendor per the Mobile Device Service Plan. It is recommended that agencies determine service requirements, availability of service, and data rates from the

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**Information Technology Policy**

*Wireless Cellular Data Technology*

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<th>ITP Number</th>
<th>Effective Date</th>
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<td><a href="mailto:RA-ITCentral@pa.gov">RA-ITCentral@pa.gov</a></td>
<td>March 2022</td>
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vendor before ordering the service.

C. Telecommunication services and equipment shall be procured through Office of Information Technology (OIT) and the UTS team. Service requests should be placed through the agency help desk or self-service through ServiceNow. The agency TMO shall review the request and advised on the standard equipment. This ensures compatibility with the current enterprise communications platform. Devices should be procured through the current state contract and the Agency Fiscal Officer (AFO) should not approve without a waiver from the Chief Information Officer (CIO) and UTS team, in conjunction with agencies, are to regularly review the Mobile Device Service Plan with their cellular service provider(s) to ensure the most cost-effective plans are in place. At a minimum, annual reviews will be conducted with the cellular service provider(s).

D. UTS will standardize on the purchase of smart Mobile Devices and basic Mobile Devices shall be restricted to the standardized economical models currently offered by cellular service provider(s) on contract with the Commonwealth. Standard models will be established as the previous generation of Android and Apple iOS devices provided by the cellular service provider(s) at a per device cost of $1 or less.

Waiver request for more expensive Mobile Devices will only be approved if they are justifiable (refer to section 9 of this ITP for the waiver process).

E. All Commonwealth Mobile Devices that are capable of MDM must be enrolled in accordance with ITP-SEC035 IT Mobile Device Security Policy. End user devices using cellular connectivity may not connect directly to the Commonwealth network except in cases where an approved waiver for this ITP is in place (refer to section 9 of this ITP for the waiver process).

F. Agencies are to ensure backup and storage of Commonwealth mobile device data is in accordance with all policies, specifically ITP-SEC019 Policy and Procedures for Protecting Commonwealth Electronic Data, and ITP-SEC031 Encryption Standards. The use of integrated mobile device storage must follow the Commonwealth data protection ITPs.

G. Agencies are to manage lost or stolen devices in accordance with ITP-SEC024 IT Security Incident Reporting Policy.

5. Responsibilities

Office of Administration, Office for Information Technology (OA/OIT) is responsible for the management of the wireless contract and is the service owner for the Commonwealth’s MDM system.

Commonwealth Agencies are responsible for the procurement of Mobile Devices, and Mobile Device Service Plans and compliance with all Management Directives and ITPs.

6. Related ITPs/Other References
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
7. **Authority**
   Executive Order 2016-06, Enterprise Information Technology Governance

8. **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.

9. **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:

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<th>Version</th>
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<tr>
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<td>03/16/2007</td>
<td>Base Document</td>
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<tr>
<td>Revision</td>
<td>03/03/2011</td>
<td>Added ESMS reference for agencies to use for ordering cellular services</td>
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<tr>
<td>Revision</td>
<td>06/15/2017</td>
<td>ITP reformat Removed Background Definitions Expanded Policy section Added References</td>
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| Revision | 3/09/2021 | Added additional definitions  
Updated Policy to address ordering telecommunication services and equipment  
Updated Policy to address standardization of smart and basic cellular phones  
Updated Related ITPs/Other References section |
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Revised IT Policy Redline  
<3/9/2021>