

Information Technology Policy

Wireless Cellular Data Technology

ITP Number ITP-NET016	Effective Date March 16, 2007
Category Network	Supersedes None
Contact RA-ITCentral@pa.gov	Scheduled Review September 2022

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 Basic Mobile Device: A portable device used for basic purposes; making/receiving calls and sending/receiving text messages.

3.2 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.

3.3 Smart Mobile Device: A portable device that combines mobile telephone and computing functions into one unit.

3.4 Telecommunications Management 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

- A. The use of cellular technology is governed by [Management Directive 240.11 Commonwealth Wireless Communication Device Policy](#) and [Management Directive 205.34 Amended Commonwealth of Pennsylvania Information Technology Acceptable Use Policy](#).

The allocation and use of wireless technology are not an entitlement for an [Authorized User](#) and there are no requirements that state an Authorized User shall be issued a Commonwealth [Mobile Communication Device](#).

Approval for connecting a non-commonwealth issued wireless communication device to Commonwealth [IT Resources](#) is not an entitlement for an Authorized User.

- B. Agencies shall work with the Office of Administration, Office for Information Technology (OA/OIT) for the issuance of Mobile Communication Devices in adherence to [ITP-SEC035](#)

- C. Telecommunication services and equipment shall be procured through the current state contract through OA/OIT and the UTS team as outlined in [ITP-NET003 Enterprise Telecommunication Services](#). Service requests should be placed through the agency help desk or self-service through The Commonwealth ITSM Tool. The agency TMO will review the request and advise on the standard equipment as this ensures compatibility with the current enterprise communications platform.

The Agency Fiscal Officers (AFO) shall not approve without a waiver from the Chief Information Officer (“CIO”).

- D. UTS will standardize on the purchase of Smart Mobile Devices and Basic Mobile Devices. Both 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.

Agencies shall submit a waiver request if procuring non-standard Mobile Devices following the guidance in [ITP-BUS004 IT Policy Waiver Review Process](#).

- E. Agencies shall 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 vendor before ordering the service.
- F. All Commonwealth Mobile Devices that are capable of [Mobile Device Management \(MDM\)](#) must be enrolled in accordance with [ITP-SEC035 IT Mobile Device Security Policy](#).
- G. For Commonwealth offices that do not have adequate cellular coverage, cellular network expansion and enhancement devices will be carrier agnostic allowing access for any Commonwealth issued device regardless of service provider. The use of WiFi calling over COPA wireless networks such as COPA Campus is encouraged.

Agencies shall submit a waiver request for carrier specific enhancement tools by following the guidance in [ITP-BUS004 IT Policy Waiver Review Process](#).

- H. Authorized Users that request or require the use of a non-commonwealth issued device can gain access per the Enterprise, Mobile Application Management (MAM) tool. This tool leverages configuration options to provide a secure connection to Commonwealth applications. In addition to providing a level of security for Commonwealth owned devices, personal devices using Commonwealth applications must be secured as well. The tool offers protection to personal devices without intrusive controls or policies.
- I. Non-commonwealth issued devices using cellular connectivity, may not connect directly to the Commonwealth network as outlined in [ITP-SEC035 IT Mobile Device Security Policy](#) except in cases where an approved waiver is in place.
- J. Non-commonwealth issued devices remotely connecting to Commonwealth IT Resources will be at the discretion of the Agency ISO/CIO.

- K. Agencies shall 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](#).
- L. Agencies shall manage lost or stolen devices in accordance with [Management Directive 205.34 Commonwealth of Pennsylvania Information Technology Acceptable Use Policy](#).
- M. Agencies shall report a cyber security incident or data breach in accordance with [ITP-SEC024 IT Security Incident Reporting Policy](#).

5. Responsibilities

5.1 Agencies shall procure Mobile Devices and Mobile Device Service Plans in compliance with all Management Directives and ITPs.

5.2 OA/OIT is responsible for the management of the wireless contract and is the service owner for the Commonwealth's MDM system.

6. 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:

<http://www.oa.pa.gov/Policies/Pages/default.aspx>

- [Management Directive 205.34](#) Amended *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*
- [Management Directive 240.11](#) *Commonwealth Wireless Communication Device Policy*
- [ITP-ACC001](#) *Information Technology Digital Accessibility Policy*
- [ITP-BUS002](#) *IT Investment Review Process*
- [RFD-BUS002B](#) *IT Investment Reference Document*
- RFD-BUS002C *IT Investment Proscribed Suppliers*
- [ITP-NET003](#) *Enterprise Telecommunication Services*
- [ITP-PLT012](#) *Use of Privately Owned Devices to Access IT Resources*
- [ITP-SEC000](#) *Information Security Policy*
- [ITP-SEC019](#) *Policy and Procedures for Protecting Commonwealth Electronic Data*
- [ITP-SEC024](#) *IT Security Incident Reporting Policy*
- [ITP-SEC031](#) *Encryption Standards*
- [ITP-SEC035](#) *IT Mobile Device Security Policy*

6. Authority

[Executive Order 2016-06, Enterprise Information Technology Governance](#)

7. 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.

8. 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 Policy Waiver Review Process](#) for guidance.

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

Version	Date	Purpose of Revision	Redline Link
Original	03/16/2007	Base Document	
Revision	03/03/2011	Added ESMS reference for agencies to use for ordering cellular services	
Revision	06/15/2017	ITP reformat Removed Background section Added Definitions Expanded Policy section Added References	
Revision	3/09/2021	<ul style="list-style-type: none">Added additional definitionsUpdated Policy to address ordering telecommunication services and equipmentUpdated Policy to address standardization of smart and basic cellular phonesUpdated Related ITPs/Other References section	Revised IT Policy Redline <3/9/2021>
Revision	09/01/2021	<ul style="list-style-type: none">Definition Section updatedPolicy Section reorganized and updatedAdded policy references and hyperlinks throughout	Revised IT Policy Redline <09/01/2021>