

Information Technology Policy

Office Productivity Policy

ITP Number ITP-SFT007	Effective Date February 22, 2017
Category Software	Supersedes None
Contact RA-ITCentral@pa.gov	Scheduled Review June 2020

1. Purpose

Establishes enterprise-wide standards and policies for office productivity technologies.

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. Policy

Agencies should standardize on the following current office productivity software and document viewer and reader standards. The current standards have been tested for compatibility with enterprise applications.

Office productivity software is application software dedicated to producing information, such as documents, presentations, worksheets, databases, charts, graphs, and digital video. Document viewer and reader software provides the following capabilities:

- Preserves the original graphic appearance (e.g., magazine articles, product brochures, flyers, office documents, spreadsheets, presentations, scheduling tools, diagrams)
- Zooms in and out
- Pages forward and backward
- Views, prints, and searches

Document viewer and reader software provides a richer user experience with content and interactivity with native support using familiar tools.

With the help of viewers, files can be shared with users who don't have office productivity tools installed on their desktop

Current Office Productivity Software Standards

(These technologies are the current standard and meet the requirements of the enterprise. They are recommended for use and can be deployed immediately.)

Technology	Products	Technology Classification
Office Productivity Suite	Microsoft Office 2016	Current
Word Processing	Microsoft Word 2016	Current
Spreadsheet	Microsoft Excel 2016	Current
Graphics/Presentation	Microsoft PowerPoint 2016	Current

Desktop Database	Microsoft Access 2016	Current
Electronic Mail, Messaging & Calendaring	Microsoft Outlook 2016	Current
Instant Messaging, Online Meeting and Collaboration	Microsoft Skype for Business 2016	Current

Notes regarding Current Products:

- Each product should be tested by the agency to ensure that they work with agency specific applications.
- Service packs should be tested and deployed in accordance with ITP-SYM006 - *Desktop and Server Software Patching Policy*.
- Refer to ITP-SFT006 *Internet Browser Policy* for internet browser technology guidance.

Contain Office Productivity Software Standards

(These technologies no longer meet the requirements of the enterprise and are not recommended for new deployments. Existing deployments of these technologies are to be phased out over time.)

Technology	Products	Technology Classification
Office Productivity Suite	Microsoft Office 2013 Microsoft Office 2010, SP2	Contain
Word Processing	Microsoft Office 2013 Microsoft Word 2010	Contain
Spreadsheet	Microsoft Office 2013 Microsoft Excel 2010	Contain
Graphics/Presentation	Microsoft Office 2013 Microsoft PowerPoint 2010	Contain
Desktop Database	Microsoft Office 2013 Microsoft Access 2010	Contain
Messaging & Calendaring	Microsoft Office 2013 Microsoft Outlook 2010	Contain
Instant Messaging, Online Meeting and Collaboration	N/A	N/A

Notes Regarding Contain Products: Service packs should be tested and deployed in accordance with ITP-SYM006 - *Desktop and Server Software Patching Policy*.

Emerging/Research Office Productivity Software Standards

(Emerging technologies have the potential to become a current standard. At the present time, they are to be used only in pilot or test environments where they can be evaluated. Use of these technologies is restricted to a limited production deployment and requires approval of a waiver request.)

Technology	Products	Technology Classification
Office Productivity Suite	N/A	N/A
Word Processing	N/A	N/A
Spreadsheet	N/A	N/A
Graphics/Presentation	N/A	N/A

Desktop Database	N/A	N/A
Messaging & Calendaring	N/A	N/A
Instant Messaging, Online Meeting and Collaboration	N/A	N/A

Current Office Document Viewer and Reader Standards

(These technologies are the current standard and meet the requirements of the enterprise. They are recommended for use and can be deployed immediately.)

Technology	Products	Technology Classification
Document Viewer	Visio 2016 Viewer Excel 2016 Viewer Project 2016 Viewer Office Word 2016 Viewer Access Report 2016 Viewer Office PowerPoint 2016	Current
Portable Document Reader	Adobe Reader Document Cloud (DC)	Current

Contain Office Document Viewer and Reader Standards

(These technologies no longer meet the requirements of the enterprise and are not recommended for new deployments. Existing deployments of these technologies are to be phased out over time.)

Technology	Products	Technology Classification
Document Viewer	Visio 2013/2010 Viewer Excel 2013/2010 Viewer Project 2013/2010 Viewer Office Word 2013/2010 Viewer Access Report 2013/2010 Viewer Office PowerPoint 2013/2010 Viewer	Contain
Portable Document Reader	Adobe Reader XI and below	Contain

4. Responsibilities

Agencies are required to adhere to the guidance in this ITP. Agencies must receive an approval ITP waiver prior to deploying any non-Microsoft productivity software. Refer to Section 8 for ITP waiver guidance.

5. 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 *Commonwealth of Pennsylvania Information Technology Acceptable Use Policy*
- ITP-SEC003 - *Enterprise Security Auditing and Monitoring - Internet Access Control and Content Filtering (IACCF) Standard*
- ITP-SFT006 *Internet Browser Policy*
- ITP-SYM006 - *Desktop and Server Software Patching Policy*

- ITP-SYM010 - Enterprise Change Management Maintenance Policy

6. Authority

Executive Order 2016-06 *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> 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 to This Policy

In the event an agency chooses to seek an exemption from the guidance within this IT policy, 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. Redline documents detail the revisions and are available to CWOPA users only.

Version	Date	Purpose of Revision	Redline Link
Original	11/20/2009	Base Document	N/A
Revision	2/24/2010	Moved Office XP to retired status	N/A
Revision	5/24/2010	Office 2010 added as an emerging standard	N/A
Revision	10/25/2010	Removed specific packages from Microsoft Office 2007	N/A
Revision	04/01/2014	Moved Office 2003 to retire status/Office 2013 added as an emerging standard. Merged STD-APP036a into ITP.	N/A
Revision	06/24/2016	Removed Background section Removed Objectives section Revised Policy language throughout, including removal of language within the Standards subsections (Current, Contain, Retire) Referenced ITP-APP035 Internet Browser Policy Moved Office 2013 and 2016 tools to Current Added note regarding BOBJ Dashboard/Xcelcius issues with Office 2016 Moved Office 2010 to Contain from Current Moved Office 2007 to Retire from Current Added Exemption section	N/A
Revision	02/22/2017	Moved to Software domain from Application, including ITP number change Renamed ITP title Revised references to ITP-APP domain to reflect new SFT domain ITP Replaces ITP-APP036 <i>Office Productivity Software Policy</i> and ITP-APP037 <i>Document Viewer and Reader</i> Clarified incompatibility issue with Xcelcius	N/A

Revision	06/14/2019	Added Instant Messaging in the Productivity Suite Current, Contain, Emerging/Research tables Moved Office 2013 to Contain status Added Adobe Document Cloud as Current Removed guidance on BOBJ Dashboard 4.1/Xcelsius	Revised IT Policy Redline <06/14/2019>
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