

# Information Technology Policy

## *Office Productivity Standards*

**Number**  
STD-SFT007A

**Effective Date**  
September 7, 2021

**Category**  
Software

**Supersedes**  
None

**Contact**  
[RA-ITCentral@pa.gov](mailto:RA-ITCentral@pa.gov)

**Scheduled Review**  
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### 1. Purpose

Standards document to *ITP-SFT007, Office Productivity Policy* that details the office productivity technology standards.

### 2. Policy

The below current [Office Productivity Software](#) Standards are approved for use. Use of other alternatives would require an approved IT Policy Waiver and if externally hosted computing services are part of the application functionality, a [Cloud Use Case Review](#) would be required in accordance with [ITP-SEC040, IT Service Organization Management and Cloud Requirements](#).

### 3. Standards

#### 3.1 Current

These technologies are the current standards and meet the requirements of the current architecture. They are approved for use and can be deployed immediately.

<b>Technology</b>	<b>Products</b>	<b>Technology Classification</b>
Office Productivity Suite <sup>1</sup>	Microsoft 365 Apps for Enterprise	Current
Word Processing	Microsoft Word	Current
Spreadsheet	Microsoft Excel	Current
Graphics/Presentation	Microsoft PowerPoint	Current
Desktop Database <sup>2</sup>	Microsoft Access	Current
Electronic Mail, Messaging & Calendaring	Microsoft Outlook	Current

Technology	Products	Technology Classification
Instant Messaging, Online Meeting and Collaboration	Microsoft Teams	Current
Surveys, Quizzes, Polls	Microsoft Forms	Current
Video Sharing Service	Microsoft Stream	Current

<sup>1</sup> Desktop/server products and Web applications for the Office Productivity Suite

<sup>2</sup> Unless significant business justification exists, end users are encouraged to avoid creating new Access databases to store business data in favor of Enterprise class databases, especially in cases where business data is essential or shared among multiple users.

**NOTES REGARDING CURRENT STANDARDS**

- Version years are no longer used for Microsoft Office products.
- Each product should be tested by the agency to ensure that they work with agency specific applications.
- Newer versions or updates of software or service should be tested and deployed in accordance with [ITP-SEC041, Commonwealth IT Resources Patching Policy](#).
- Refer to [ITP-SFT006, Internet Browser Policy](#) for internet browser technology guidance.

**3.2 Contain**

These technologies no longer meet the requirements of the current architecture and are not recommended for use. Existing deployments of these will be phased out over time. Exceptions to gradual phase outs shall be documented in an approved cloud use case if **externally hosted** services are part of the application functionality.

Technology	Products	Technology Classification
Instant Messaging, Online Meeting and Collaboration	Cisco WebEx <sup>1</sup>	Contain
Instant Messaging, Online Meeting and Collaboration	Zoom <sup>1</sup>	Contain

<sup>1</sup> Participating in conferences or meetings hosted by other organizations utilizing these technologies does not require a waiver.

**3.3 Emerging/Research**

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

Technology	Products	Technology Classification
N/A	None at this time	Emerging

**3.4 Retire**

These technologies are being phased out. Plans shall be developed for their replacement, especially if there is a risk involved, such as lack of vendor support.

<b>Technology</b>	<b>Products</b>	<b>Technology Classification</b>
Office Productivity Suite	Microsoft Office 2016 Microsoft Office 2013 Microsoft Office 2010, SP2	Retired
Word Processing	Microsoft Word 2016 Microsoft Office 2013 Microsoft Word 2010	Retired
Spreadsheet	Microsoft Excel 2016 Microsoft Office 2013 Microsoft Excel 2010	Retired
Graphics/Presentation	Microsoft PowerPoint 2016 Microsoft Office 2013 Microsoft PowerPoint 2010	Retired
Desktop Database	Microsoft Access 2016 Microsoft Office 2013 Microsoft Access 2010	Retired
Messaging & Calendaring	Microsoft Outlook 2016 Microsoft Office 2013 Microsoft Outlook 2010	Retired
Instant Messaging, Online Meeting and Collaboration	Microsoft Skype for Business 2016	Retired
Office Productivity Suite	Microsoft Office 2016 Microsoft Office 2013 Microsoft Office 2010, SP2	Retired

This chart contains a history of this publication’s revisions.

<b>Version</b>	<b>Date</b>	<b>Purpose of Revision</b>
Original	09/07/2021	Base Document
Revision	05/05/2023	<ul style="list-style-type: none"> <li>• Added requirement for a Cloud Use Case Review for alternate office productivity tools that utilize externally hosted computing services.</li> <li>• Updated standards</li> <li>• Added footnote that participating in conferences or meetings hosted by other organizations utilizing Webex or Zoom does not require a waiver.</li> <li>• Updated references</li> <li>• Removed version control and exemption language from this document as they are covered in the ITP.</li> </ul>