

Information Technology Policy

Commonwealth Enterprise Telecommunications

Number

ITP-TEL001

Effective Date

October 03, 2023

Category

Telecommunications

Supersedes

ITP-NET003 and ITP-NET016

Contact

RA-ITCentral@pa.gov

Scheduled Review

October 2024

1. Purpose

This Information Technology Policy (ITP) establishes policy and guidance for the acquisition and usage of telecommunications equipment and services for the Commonwealth.

2. Scope

This ITP applies to all offices, departments, boards, 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

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

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

4. Policy

4.1 Office/Desktop Telephony Equipment and Services

4.1.1 Procurement

Telecommunication services and equipment shall be procured through the current state contract through [Office of Administration, Office for Information Technology \(OA/IT\)](#) , [Unified Telecommunications Services \(UTS\)](#) team. Service requests shall be placed through the agency help desk or self-service through the Commonwealth ITSM Tool. The [Telecommunications Management Officer \(TMO\)](#) shall review the request and advise on the standard equipment as this ensures compatibility with

the current enterprise communications platform. The request shall then be routed to the [Agency Fiscal Officer \(AFO\)](#) for review and approval.

4.1.2 Allocation and Usage

The allocation and use of telecommunications services and equipment are not an entitlement for an [Authorized User](#). There is no requirement that an Authorized User shall be issued a Commonwealth physical phone set.

The use of Commonwealth issued telecommunications services and equipment is intended for Commonwealth business purposes. Agencies shall refer to [Management Directive 205.34 Amended, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy](#) regarding the appropriate use of Commonwealth IT Resources.

4.1.3 Devices

All [Authorized Users](#) leveraging the core [Unified Telecommunication \(UC\)](#) platform shall receive a compatible, basic headset. This headset shall be used for all telephony related activities including meetings, phone calls, and collaboration.

Agencies are not required to obtain an IT policy waiver for purchases of wireless headsets where the total cost is less than one hundred dollars. Purchases of wireless headsets over one hundred dollars require an approved IT policy waiver.

AFOs shall not approve other user desktop phones without an approved IT policy waiver. Only requests for physical phone sets that are clearly justifiable shall be approved. Refer to [ITP-BUS004, IT Waiver Review Process](#) for guidance.

Note: Desktop phones for conference rooms or shared areas are not included under the scope of this policy. UTS will only support conference room equipment where the current standard platform is being utilized and UTS was involved with the implementation.

4.2 Cellular Services and Equipment

4.2.1 Procurement

Cellular services and equipment shall be procured through the Commonwealth Wireless Cellular Contract through the OA/IT UTS team.

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.

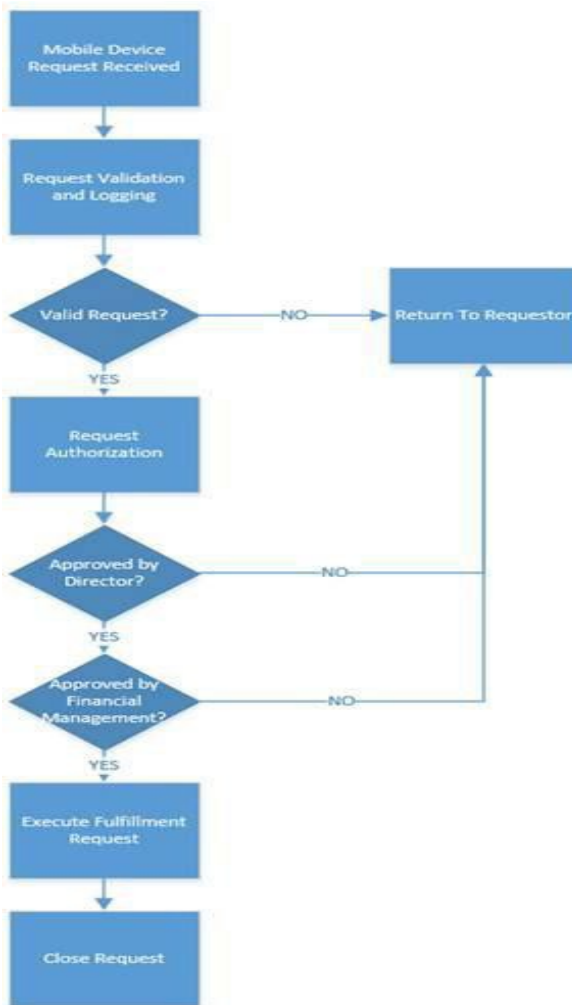
Agencies shall ensure that employees traveling internationally for Commonwealth business with a Commonwealth issued Mobile Devices contact their agency helpdesk prior to travel to ensure they have the appropriate Mobile Device Service Plan.

Figure 1 below details the approval workflow and applies to all organizations issuing Commonwealth-issued Mobile Devices to staff. TMOs are responsible for creating a constant, repeatable, and auditable approval process to ensure recipient staff have the appropriate approval from their operational and financial management leadership.

Each request must be authorized by the appropriate director-level manager in the user's management chain or their designee. All requests for services, new hardware, or replacement hardware must be approved by the appropriate financial manager.

The workflow may be satisfied by leveraging Commonwealth ITSM tools, or custom applications built within environments such as SharePoint. Identification of the approver and hardware/service recipient must be recorded in this process.

Figure 1. Mobile Device Authorization Process



4.2.2 Allocation and Usage

The allocation and use of cellular services and equipment are not an entitlement for an Authorized User. There is no requirement that an Authorized User shall be issued a Commonwealth Mobile Device.

The use of Commonwealth issued cellular services and equipment is intended for Commonwealth business purposes. Agencies shall refer to [Management Directive 205.34 Amended, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy](#) regarding the appropriate use of Commonwealth IT Resources.

4.2.3 Commonwealth Issued Mobile Devices

UTS shall 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](#).

Agencies issuing mobile satellite devices shall adhere to the guidance in [ITP-NET010, Commonwealth of Pennsylvania Satellite Services & Equipment Policy](#).

4.2.4 Non-Commonwealth Issued Mobile Devices

Approval for connecting a Non-Commonwealth issued Mobile Device to Commonwealth [IT Resources](#) is not an entitlement for an Authorized User.

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 IT Policy Waiver is in place.

Non-Commonwealth issued devices remotely connecting to Commonwealth IT Resources shall be at the discretion of the Agency ISO/CIO.

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 shall be secured as well. The tool offers protection to personal devices without intrusive controls or policies.

4.2.5 Cellular Network Expansion and Enhancement Devices

For Commonwealth offices that do not have adequate cellular coverage, the use of WiFi calling over COPA wireless networks such as COPA Campus is encouraged. Cellular network expansion and enhancement devices shall be carrier agnostic allowing access for any Commonwealth issued device regardless of service provider.

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

4.2.6 Other Requirements

Agencies shall adhere to the guidance provided in *OPD-TEL001A, Cross Agency Telecom Funding* regarding the funding of telecom costs for staff members.

The use of Commonwealth-issued or personally owned Mobile Devices that are authorized to leverage Commonwealth IT Resources or networks shall adhere to [ITP-SEC035, Mobile Device Security Policy](#).

All Commonwealth issued Mobile Devices that are capable of [Mobile Device Management \(MDM\)](#) shall be enrolled in accordance with [ITP-SEC035, IT Mobile Device Security Policy](#).

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](#).

Agencies shall manage lost or stolen devices in accordance with [Management Directive 205.34 Amended, Commonwealth of Pennsylvania Information Technology Acceptable Use Policy](#).

Agencies shall report a cyber security incident or data breach in accordance with [ITP-SEC024, IT Security Incident Reporting Policy](#).

4.3 Restrictions

Restrictions on purchases, outlined from the U.S. Environment Protection Agency (EPA) and the 2019 National Defense Authorization Act (NDAA), prohibit agencies from entering into, extending or renewing a contract with a vendor that uses any equipment, system, or service that uses telecommunications or video surveillance equipment or services from certain named companies. Please reference *RFD-BUS002C, IT Investment Proscribed Suppliers* (Commonwealth Access Only) for a complete listing of those proscribed companies.

5. Responsibilities

5.1 OA/IT UTS shall:

Be responsible to process and support the deployment of telecommunication hardware.

5.2 Agencies shall:

- Procure Mobile Devices and Mobile Device Service Plans in compliance with all Management Directives and ITPs.
- Follow all contract guidelines in the enterprise telecommunication contracts and procure telecommunication services through the Commonwealth ITSM tool.
- Ensure appropriate accessibility steps are taken during the procurement process by following [ITP-ACC001 Digital Accessibility Policy](#).
- Adhere to the guidance provided in *OPD-TEL001A, Cross Agency Telecom Funding* regarding the funding of telecom costs for staff members.

5.3 OA/IT shall:

Be responsible for the management of the wireless contract and be 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](#)
- [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 \(Commonwealth Access Only\)](#)
- [ITP-NET008, Telecommunications Services for Commonwealth Business Partners](#)
- [ITP-NET010, Commonwealth of Pennsylvania Satellite Services & Equipment Policy](#)
- [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](#)

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 shall 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 shall 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. Redline documents detail the revisions and are available to CWOPA users only.

Version	Date	Purpose of Revision	Redline Link
Original	10/03/2023	Base Document (merged NET003 and NET016 into a single telecommunications policy)	Revised IT Policy Redline <10/03/2023>