

# Information Technology Policy

## *Cross Agency Telecom Funding*

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OPD-TEL001A

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Telecommunications

**Supersedes**  
OPD-NET003A

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### 1. Purpose

This Operations Document (OPD) establishes expectations, responsibilities, and guidelines in the funding of telecom costs for staff members. This includes but is not limited to services, hardware, and usage ordered and billed via the Commonwealth IT Service Management suite.

### 2. Scope

This policy 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 policy.

### 3. Background

The Commonwealth purchases telecommunications hardware and services via an ITSM module, TelcoSM. The deployment of this tool in 2020 allows for the enforcement of business rules, policies, and Fiscal Code guidelines that were unenforced with the platform's predecessor, ESMS. A common violation of the Pennsylvania Fiscal Code was the commitment of funds for telecom costs across agencies. When TelcoSM was deployed, the restriction was included as a requirement.

This impacts both [contracted resources](#) and employees, especially in the area of shared services.

- When an agency contracts for contracted resource services, that agency is responsible for operating expenditures for the contracted resource. Examples of these operating expenditures are office supplies, office equipment, telecom, etc. Therefore, when telecom services/equipment is ordered for a contracted resource through TelcoSM it must be charged to the agency paying for the contracted resource.

- For most employees, their complement agency and payroll agency are the same. However, there are some limited situations where this is not the case. In these cases, operating expenditures should be charged to the payroll agency, but this is not how TelcoSM was programmed. Because there is a future update planned for CUPSS that may correct the employee agency discrepancy; an enhancement is not planned at this time.

#### 4. Definitions

**IT Service Management System:** A Commonwealth software platform used by the Commonwealth for automating IT Service management practices and IT Business Management including the tracking of inventory and ordering of services.

#### 5. Policy

Agencies are not permitted to authorize funds on behalf of another agency to include, but not limited to, the payment of telecommunications costs. This is established within the Pennsylvania Fiscal Code, Article XV, Section 1501: [The Fiscal Code, Act of April 9, 1929, P.L. 343, No. 176, as amended, 72 P.S. §§ 1501-1508.](#)

##### 5.1 Cross agency funding for contracted resources

The cross-agency issue has mainly been with IT contracted resources. This is because Commonwealth IT employees work for OA, either at the enterprise or in a delivery center, but many of the IT contracted resources are assigned to specific agencies. The assigned agency then pays for the IT contracted resource; therefore, the IT contracted resource's telecom expenditures must also be paid by the assigned agency. When a contracted resource starts with the Commonwealth, they are assigned to an agency using an HR Contractor Assignment Form. Prior to shared services, the agency assignment was typically the same organization as that of the Accountable Program Manager (supervisor). With shared services, when a contracted resource is assigned agency work, they report to a delivery center's Accountable Program Manager. The HR Contractor Assignment Form's instructions for entering an organization name and organization code state, "This is typically the same organization as that of the Accountable Program Manager." This was not updated following the shared services transition on July 1, 2017.

If an [Agency Fiscal Officer \(AFO\)](#) receives a TelcoSM order for a contracted resource that is paid for by another agency, they must enter a TelcoSM Services Support ticket to reject the order back to the Telecommunications Officer (TMO) with an explanation of the issue as described in (1) below included in the Detail Description. This most commonly occurs when an IT contracted resource is supervised by OA/IT but paid for by another agency, however, other occurrences are also possible. The AFO should also enter and post comments in the *AFO & TMO Comments* field explaining why they cannot approve the order and that a support ticket was entered to delete the order. **The TMO will then need to delete the TelcoSM order and contact the requester to take the action listed below for the issue identified by the AFO.**

- 1) Contracted resource's Organization Name and Organization Code are an OA Delivery Center instead of the agency that is paying the contracted resource for which they

work.

- General Government Human Resources Delivery Center changes the contracted resource's Organization Name and Organization Code from an OA Delivery Center to the appropriate agency using the Contractor BA/Org Modification Process (Attachment B). **NOTE:** It is important to change both the name and code. If only one is changed, the contracted resource will not show up in the correct agency in TelcoSM.
  - Once the contracted resource organization has been updated, the agency's TMO should resubmit the TelcoSM order. The contracted resource's TelcoSM order should now route to the correct agency AFO instead of the OA Delivery Center AFO. AFOs cannot process TelcoSM orders if an employee is not assigned to the BA that pays them.
- 2) If after following the directions in (1) above the contracted resource is still not showing in the agency where they are assigned, there is probably an issue with their CUPSS/active directory assignment. In this case, the agency paying the contracted resource must contact the Help Desk at 717-783-1087 and request that the Exchange Team investigate the contracted resource's Exchange assignment/security.

## **5.2 Cross agency funding for Commonwealth Employees**

Employees should be assigned to the agency that funds their pay. TelcoSM is assigning employees to BA81 (Office of Administration) based on the Business Area (BA) of the employee's HR Personnel Area. The agency that pays the employee matches the HR Personnel Area in most cases. However, if there is an IT0027 record (override), that would not be included on the Identity Manager (IDM) feed to TelcoSM. An example of this type of override occurs when an employee is on one agency's complement, but is paid by another agency.

If the employee is not assigned to the BA that pays them, AFOs cannot process TelcoSM orders.

- 1) BA81 cannot authorize the disbursement of funds from other BAs.
- 2) Even with authorization from the other agency, BA81 AFOs can only access BA81 Funds Reservation Documents (FRDs), and BAs cannot be mixed on a single FRD.

Changing the TelcoSM programming and/or IDM feed would consume resources that are already stretched thin. In addition, CUPSS changes are planned that may make the TelcoSM changes unnecessary.

In summary, an interim solution will be used to process orders for employees assigned by TelcoSM to BA81 but paid by another BA, which should also be paying the employees' operating expenditures.

### Interim Solution – Refund of Expenditures

BA81 TelcoSM AFOs can process the orders.

- 1) For OA HR and IT employees, orders will be coded based on the chart below. Other employees' account coding will be determined on a case-by-case basis.

	HR	IT
SAP Fund	1062000901	1062000151
Cost Center	8115510000 HR DC - GG 8115520000 HR DC - PS 8115530000 HR DC - IED 8115540000 HR DC - HHS 8115550000 HR DC - EBR 8115560000 HR DC - CE	8169710000 IT DC - GG 8169720000 IT DC - PS 8169730000 IT DC - IED 8169740000 IT DC - HHS 8169750000 IT DC - EBR 8169760000 IT DC - CE
GL Account	6331100 Communication Services	6331100 Communication Services

2) Agencies will be billed quarterly, i.e., QE 9/30, QE 12/31, QE 3/31, and QE 6/30. Quarterly billings will continue until a permanent solution is implemented.

**6. Responsibilities**

**6.1 Agencies shall** comply with the requirements and processes outlined in this supplemental document for cross-agency funding.

**6.2 Office of Administration, Office for Information Technology shall** comply with the requirements and processes outlined in this supplemental document for cross agency funding.

**7. 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\*](#)
- [\*FISCAL CODE, THE Act of Apr. 9, 1929, P.L. 343, No. 176 Cl. 72 AN ACT Relating to the finances of the State government.\*](#)
- [\*ITP-TEL001, Commonwealth Enterprise Telecommunications\*](#)

**8. Authority**

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

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

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

Version	Date	Purpose of Revision
Original	10/03/2023	New Domain (Formerly OPD-NET003A)