

**Information Technology Bulletin  
Commonwealth of Pennsylvania  
Governor's Office of Administration/Office for Information Technology**

<b>ITB Number:</b>	<b>ITB-APP003</b>	
<b>ITB Title:</b>	<b>Search Technology Standards</b>	
<b>Issued by:</b>	<b>Deputy Secretary for Information Technology</b>	
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<b>Domain:</b>		
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<b>Discipline:</b>		
	<b>Electronic Collaboration</b>	
<b>Technology Area:</b>		
	<b>Search Technology</b>	
<b>Revision History</b>		
<b>Date:</b>	<b>Description:</b>	
<b>10/25/2010</b>	<b>ITB Refresh</b>	

**Abstract:**

The purpose of this Information Technology Bulletin (ITB) is to establish enterprise-wide standards and provide guidance for the use of Enterprise Search technology. Over the past decade, the explosive growth of the Internet and rapid integration of technology within the Commonwealth Enterprise has resulted in the proliferation of ever-increasing volumes of information. Masses of documents, e-mails, databases and images form vast repositories of information to be utilized by employees, leaders, researchers and other stakeholders, while demands and expectations of the public for instant access to government information have also increased by magnitudes. The value of our vast information stores is only relevant, however, when users are able to find the information they need when they need it. Web sites have become critical tools for information dissemination and research; but without a competent, technically-viable search capability, taxpayers, businesses and government employees are unable to navigate the depth and breadth of information offered by the agencies, boards and commissions under the governor's jurisdiction.

**Search Technology:**

Search Engine features vary widely from vendor to vendor. The Technology standards in this ITB allow Web and application users the ability to discover and access data from a wide range of repositories across the Commonwealth. These resources include:

- Web pages on our intranets, extranet and the World Wide Web
- General Publications (Word, Excel, Adobe PDFs, etc.)
- Content indexed from file systems, e-mail systems and databases
- Application Code and other resource material compiled by collaborative teams, agencies and other communities within the enterprise
- Project documents stored by the collaboration component and content component of the Commonwealth Portal.

These technologies will enable Search Users to issue a universal search that spans all repositories in the Enterprise, or limit searches to web sites or individual communities, projects, data repositories or physical systems. Data indexed by the Search Engine is encrypted and access can be controlled via integrated security/authentication features that are role based, hierarchical, and that can interface directly to our existing Active Directory Identity Management systems.

Metadata stored with the content can be leveraged to allow more precise searches, categorize results by topic and improve relevancy. Usage reports are available to track performance and identify trends, and the technology is scaleable to support millions of users and terabytes of searchable data.

**General:**

This ITB applies to all agencies, boards, commissions and councils under the governor’s jurisdiction. Agencies not under the governor’s jurisdiction are encouraged to follow this policy to ensure they develop and implement applications that facilitate enterprise-wide interoperability and standardization.

**Policy:**

All new projects integrating Search Technology will be required to use one of the current standard Search products as defined in *Search Technology Standards* (STD-APP003A).

All new are required to use the current standards and best practices defined by this document.

Major revisions this would require to existing IT projects that are not using the current standards will be reviewed as part of the IT Procurement Review Process to determine if the investment warrants a change in standards at that time. For applications classified as “Retire,” a date for migration off this technology has been established. A definition for the classification of “Retire” can be found in [Technology Life-Cycle Classifications](#).

All Search related IT projects will be subject to review prior to inception for compliance with this standard through the Communities of Practice Review and/or the Procurement Review Processes.

The main objective of this policy is to provide guidance and direction to agencies that have a need to implement a new Search Technology.

**Refresh Schedule:**

All standards identified in this ITB are subject to periodic review and possible revision, or upon request by the Enterprise Architecture Standards Committee (EASC).

**Exemption from This Policy:**

In the event an agency chooses to seek an exemption, for reasons such as the need to comply with requirements for a federally mandated system, a request for waiver may be submitted via the Community of Practice Procurement and Architectural Review (COPPAR) process. Requests are to be entered into the COPPAR Tool located at [WWW.COPPAR.STATE.PA.US](http://WWW.COPPAR.STATE.PA.US). Agency CIO approval is required. Contact your agency [CoP Planner](#) for further details or assistance.

**Questions:**

Questions regarding this policy are to be directed to [ra-oaitb@state.pa.us](mailto:ra-oaitb@state.pa.us).

**Policy Supplements:**

STD-APP003A: Search Technology Product Standards