
Information Technology Policy

Office Productivity Software Policy

<i>ITP Number</i> ITP-APP036	<i>Effective Date</i> November 20, 2009
<i>Category</i> Recommended Policy	<i>Supersedes</i> None
<i>Contact</i> RA-itcentral@pa.gov	<i>Scheduled Review</i> December 2014

This Information Technology Policy (ITP) establishes an enterprise-wide policy and standards for office productivity technologies.

1. Purpose

The purpose of this Information Technology Policy (ITP) is to establish enterprise-wide standards and policies for office productivity technologies.

Setting and implementing office productivity technology standards benefits the commonwealth through increased enterprise security and streamlining patch management.

2. Background

Office productivity software is a collection of programs intended to be used by knowledge workers. The office productivity software is generally distributed together, has a consistent user interface, and can usually interact with each other.

Office productivity software provides the following capabilities:

- Provides cost-effective desktop productivity applications
- Meets the needs of both enterprise and individual users
- Helps increase employee productivity
- Exchanges documents seamlessly to and from other business applications

3. 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.

4. Objectives

The objective of this policy is to establish enterprise-wide standards for office productivity technologies.

5. Policy

5.1 General Policy

Agencies are to standardize on one or more of the following current office productivity software standards. The current standards have been tested for compatibility with enterprise applications.

CURRENT STANDARDS

(These technologies are supported by the current standards and meet the requirements of the architecture. They are recommended for use.)

Technology	Products	Technology Classification
Office Productivity Suite	Microsoft Office 2010, SP1 Microsoft Office 2007, SP3	Current
Word Processing	Microsoft Word 2010 Microsoft Word 2007	Current
Spreadsheet	Microsoft Excel 2010 Microsoft Excel 2007	Current
Graphics/Presentation	Microsoft PowerPoint 2010 Microsoft PowerPoint 2007	Current
Desktop Database	Microsoft Access 2010 Microsoft Access 2007	Current
Messaging & Calendaring	Microsoft Outlook 2010 Microsoft Outlook 2007	Current

Notes regarding Current Products:

- All products are to be patched with service packs within six months of the release date in accordance with ITB-SYM006 - *Desktop and Server Software Patching Policy*.
- These are technologies that are supported by the standards and meet the requirements of the architecture.
- They are recommended for use and purchase.
- The review cycle for these technologies is to take place on a semiannual basis and is to be applied on an as-needed basis throughout the cycle.
- SAP GUI is to be at release 7.20 or later when installed on the same system as Internet Explorer 8/9 and release 7.30 or later for Internet Explorer 10.
- The WebEdit function within the commonwealth portal does not fully support Office 2007 documents. A manual workaround for check in and checkout exists and is to be used until a patch is available.

- Agencies are to utilize structured migration plans and provide end-user training if upgrading to newer version of Microsoft Office.

CONTAIN

(These technologies no longer meet the requirements of the current architecture and are not recommended for use. They are to be phased out over time. No date has been set for their discontinuance.)

Technology	Products	Technology Classification

Notes Regarding Contained Products:

- Technologies that are no longer the standard. They will be phased out over time.
- Extensive modifications to these systems require review to determine if newer technology is to be used.
- All products are to be patched with service packs within six months of the release date in accordance with ITP-SYM006.
- New deployments or installations of these products are not recommended.

RETIRE

(These technologies are being phased out. Plans are to be developed for their replacement, especially if there is risk involved, such as lack of vendor support. A date for retirement has been set.)

Technology	Products	Technology Classification
Office Productivity Suite	Microsoft Office 2003 Microsoft Office XP Microsoft Office 2000	Retire by: 4/8/14 Retire by: 7/12/11 Retire by: 7/14/09
Word Processing	Microsoft Word 2003 Microsoft Word XP Microsoft Word 2000	Retire by: 4/8/14 Retire by: 7/12/11 Retire by: 7/14/09
Spreadsheet	Microsoft Excel 2003 Microsoft Excel XP Microsoft Excel 2000	Retire by: 4/8/14 Retire by: 7/12/11 Retire by: 7/14/09
Graphics/Presentation	Microsoft PowerPoint 2003 Microsoft PowerPoint XP Microsoft PowerPoint 2000	Retire by: 4/8/14 Retire by: 7/12/11 Retire by: 7/14/09
Desktop Database	Microsoft Access 2003 Microsoft Access XP Microsoft Access 2000	Retire by: 4/8/14 Retire by: 7/12/11 Retire by: 7/14/09

Messaging & Calendaring	Microsoft Outlook 2003 Microsoft Outlook XP Microsoft Outlook 2000	Retire by: 4/8/14 Retire by: 7/12/11 Retire by: 7/14/09
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EMERGING/RESEARCH

(Emerging technologies have the potential to become current standards. 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 mode, and requires approval of a waiver request. Research technologies are less widely accepted and time will determine if they become a standard.)

Technology	Products	Technology Classification
Office Productivity Suite	Microsoft Office 2013	Emerging
Word Processing	Microsoft Word 2013	Emerging
Spreadsheet	Microsoft Excel 2013	Emerging
Graphics/Presentation	Microsoft PowerPoint 2013	Emerging
Desktop Database	Microsoft Access 2010	Emerging
Messaging & Calendaring	Microsoft Outlook 2010	Emerging

6. Responsibilities

Agencies are required to adhere to the policies presented in this ITP.

7. Related ITBs/Other References

- Management Directive 205.34 "Commonwealth of Pennsylvania Information Technology Acceptable Use Policy"
- ITP-SYM006 - *Desktop and Server Software Patching Policy*
- ITP-SEC003 - *Enterprise Security Auditing and Monitoring - Internet Access Control and Content Filtering (IACCF) Standard*

8. Authority

- Executive Order 2011-05, Enterprise Information Technology Governance

9. Publication Version Control

It is the user's responsibility to ensure they have the latest version of this publication. Questions regarding this publication are to be directed to RA-itcentral@pa.gov.

This chart contains a history of this publication's revisions:

Version	Date	Purpose of Revision
Original	11/20/2009	Base Document
	2/24/2010	Moved Office XP to retired status
	5/24/2010	Office 2010 added as an emerging standard
	10/25/2010	Removed specific packages from Microsoft Office 2007
	04/01/2014	Moved Office 2003 to retire status/Office 2013 added as an emerging standard