pennsylvania
OFFICE OF ADMINISTRATION
INFORMATION TECHNOLOGY

Information Technology Policy

Document Viewer and Reader Policy

ITP Number ITP-APP037	***Effective Date*** November 20, 2009
Category Recommended Policy	***Supersedes***
Contact RA-itcentral@pa.gov	***Scheduled Review*** April 2015

This Information Technology Policy (ITP) establishes enterprise-wide standards and policies for document viewer and reader technology.

1. Purpose

The purpose of this Information Technology Policy (ITP) is to establish enterprise-wide standards and policies document viewer and reader technology.

2. Background

Document viewer and reader software provides the following capabilities:

- Preserves the original graphic appearance (e.g., magazine articles, product brochures, flyers, office documents, spreadsheets, presentations, scheduling tools, diagrams)
- Zooms in and out
- Pages forward and backward
- Views, prints, and searches

Document viewer and reader software provides a richer user experience with content and interactivity with native support using familiar tools.

With the help of viewers, files can be shared with users who don't have office productivity tools installed on their desktop

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. Policy

Agencies are to adhere to the standards in section 5 of this ITP.

5. Standards

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
Document Viewer	Visio 2007 Viewer Excel 2007 Viewer Project 2007 Viewer Office Word 2007 Viewer Access Report 2007 Viewer Office PowerPoint 2007 Viewer Publisher Viewer	Current
Portable Document Reader	Adobe Reader XI and above	Current

Notes regarding Current Products:

- All products are to be patched with service packs within six months of the release date in accordance with ITP-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.

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 ITB 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
Document Viewer	Visio 2003 Viewer Excel 2003 Viewer Project 2003 Viewer Office Word 2003 Viewer Access Report 2003 Viewer Office PowerPoint 2003 Viewer	Retire: 4/8/2014
Portable Document Reader	Adobe Reader versions prior to XI	Retire: 1/1/2013
Portable Document Reader	Adobe Reader versions prior to 8.13	Retire: 1/1/2009

Notes Regarding Retired Products:

- These technologies are being phased out.
- New deployments or installations of these products are prohibited.
- Plans are to be developed to phase out and replace, especially if there is risk involved such as lack of vendor support.
- A date for discontinuance has been set.

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 will become a standard.)

Technology	Products	Technology Classification
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Notes Regarding Research and Emerging Technologies:

- Technologies that have potential to become current and may be suitable for test environment.
- Require a waiver request to be used in a limited production mode.

6. Related ITPs/Other References

- ITP-PRO001 – *IT Procurement Review Process*
- ITP-SYM006 - *Desktop and Server Software Patching Policy*

7. Authority

- Executive Order 2011-05, Enterprise Information Technology Governance

8. 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	9/18/2008	Base Document
	10/25/2010	Added Publisher Viewer to current Products column – ITB Refresh
	4/2/2014	ITP Reformat; Merged STD-APP037A into ITP