pennsylvania
OFFICE OF ADMINISTRATION
INFORMATION TECHNOLOGY

Information Technology Policy

Desktop and Laptop Operating System Standards

ITP Number ITP-PLT017	***Effective Date*** November 20, 2009
Category Recommended Policy	***Supersedes*** None
Contact RA-ITCentral@pa.gov	***Scheduled Review*** December 2014

This Information Technology Policy (ITP) establishes an enterprise-wide policy and standards for desktop and laptop operating system standards.

1. Purpose

The purpose of this Information Technology Policy (ITP) is to provide direction regarding the provisioning and use of desktop and laptop operating systems by Commonwealth agencies. Setting and implementing desktop and laptop standards allows the Commonwealth to provide efficient information technology support.

2. Background

Particular benefits provided by desktop standardization include:

- Improved interaction and communication between agencies. Standardization of desktop technology results in an increasing degree of coordination, making administration of the standardized desktop infrastructure more efficient.

- Reduction in an agency's tot al cost of IT ownership . A standardized desktop infrastructure provides the opportunity to leverage quantity discounts during purchase negotiations, leads to predictable technology costs, and reduces maintenance requirements.

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 desktop and laptop operating systems technologies.

5. Policy

5.1 General Policy

To provision a new PC for a new user:

- Agencies using Ghost are to provide Dell with the Ghost base image and have Dell supply the image with the new PC.
- Agencies using Windows Deployment Services (WDS) are to create a base image and deploy it from the WDS Server.
- Software not included in the standard base image is to be pushed out as needed using Systems Management server/System Center Configuration Manager (SMS/SCCM). SMS/SCCM is to be used to preserve and update user profiles for future restores.

To migrate an existing user to a new PC, agencies are to:

- Capture and store the existing user profiles with SMS/SCCM User State Migration Tool (USMT).
- Restore the base image and existing user profile to the new PC using SMS/SCCM operating system deployment features.

To migrate an old PC to a new operating system, agencies are to:

- Capture and store the existing user profiles with SMS/SCCM USMT.
- Create and deploy a new base image using WDS or Ghost.
- Restore user profiles with SMS/SCCM USMT.

Agencies are to turn off or disable all unnecessary network services. The desktop firewall included with Windows XP SP2 is to be disabled at the enterprise level (e.g., in group policy).

Agencies are to assign privileges to end user accounts based on the role of the user. Local administrator rights are reserved for application developers and desktop support and desktop management roles.

Agencies are to configure the hard drive as the first option in the boot order, and where it is practical, to password protect the BIOS to help prevent unauthorized access.

Agencies are to use clean installs to update the operating system, rather than the upgrade process.

Agencies are to utilize the Commonwealth of Pennsylvania contract for Software, with Dell Marketing L.P. to procure operating system software.

Agencies are to consult with Dell Marketing L.P. to determine if associated operating system services are available under the current contract (e.g., operating system migration services).

Agencies are to configure all PCs to automatically lock after fifteen minutes of non-use. This will require users to enter username and password to unlock the PC.

Exemptions may be requested through the agency's IT office, and if necessary, elevated to Office of Administration/Human Resources and Management along with a written request, developed in consultation with the disabilities coordinator, including justification for the exemption.

Agencies are to store work-related files and critical data on network servers, not store them on local hard drives.

Agencies are to standardize on one or more of the following current operating system 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're recommended for use.)

Technology	Products	Technology Classification
Desktop Operating System	Windows 7 (32 bit)	Current
Desktop Operating System	Windows 7 (64 bit)	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.

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
Desktop Operating System	Windows XP Pro (32bit) Windows XP Tablet PC Edition Windows Vista (32bit)	(Support for XP ends 4/8/2014)

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
Desktop Operating System	Windows 8.1 (32 bit)	Emerging
Desktop Operating System	Windows 8.1 (64 bit)	Emerging

6. Responsibilities

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

7. Related ITPs/Other References

- Management Directive 205.34 “Commonwealth of Pennsylvania Information Technology Acceptable Use Policy"
- ITP-SYM006 - *Desktop and Server Software Patching Policy*

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
	04/02/2014	Moved Windows XP to retire status and Windows 8.1 as an emerging standard. Merged STD-PLT017A into ITP.