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Good afternoon,

As the IT Infrastructure Partnership between VITA and Northrop Grumman matures toward managed services, we need to place more rigor around software management. This is to ensure that critical citizen information is protected, that we can continue to support software installed on Commonwealth machines with necessary updates and that our network remains fast, secure and in compliance with licensing guidelines and regulations.

In the weeks and months ahead, you will receive additional information about how we will change the way we monitor and manage new software requests as well as the removal of existing unauthorized software.

In the meantime, we appreciate your help setting expectations with your employees around the following software management policies that are required by SEC 501 and the Enterprise Infrastructure Security Practices (EISP). Strict adherence to these policies will protect our infrastructure from hacking, viruses, threats, abuse, bandwidth shortages and legal actions more effectively moving forward.

Software Guidelines:

- All software must be installed by IT Partnership staff (agency employees are not authorized to install any software on their own)
- Every piece of software used on a Commonwealth-owned device must be authorized and licensed
- Personal software is not permitted on Commonwealth-owned devices (i.e. games, tax preparation, picture sharing, MP3, IPOD software, etc.)
- Freeware, shareware, and other software downloaded from the Internet(including, but not limited to Google Desktop, Firefox, instant messaging, etc.) is generally prohibited. If an employee needs a specific item, he or she will need prior written approval from his/her supervisor and AITR and the request will go through VITA's Agency Operations Management, capacity and security divisions. IT Partnership staff will not install software that is not on the approved.
- Requests for non standard applications will only be granted once a business requirement is documented and a request is submitted

The IT Partnership recognizes how important applications are to your business and the benefits gained by taking advantage of new products and updates -- we will do our best to accommodate critical business needs moving forward. However, we do ask agencies to follow the guidelines above to ensure that bandwidth and security needs are not compromised by software changes.

If you have Service Requests tied to software, please contact the VITA Customer Care Center at 1-866-637-8482 or e-mail us at vccc@vita.virginia.gov and a ticket will be opened. Questions about specific software can be directed to vitasoftwaredistribution@ngc.com.

Thank you,

/s/

John Rinas

Director, Service Delivery