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# COMMONWEALTH OF PENNSYLVANIA

# HEALTH & HUMAN SERVICES DELIVERY CENTER

**INFORMATION TECHNOLOGY STANDARD**

|  |  |
| --- | --- |
| Name of Standard: | Number: |
| **Handheld Devices** | **STD-EDMS002** |
| Domain: | Category: |
| **Platform** | **Client Platform / Handheld Devices** |
| Date Issued: | Issued by Direction of: |
| **03/09/2006** |  |
| Date Reviewed:  **09/24/2020** | **Jonathan Arnold, Chief Technology Officer**  **Health & Human Services Delivery Center** |
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# Abstract:

This is the standard for purchasing and activating Mobile Devices.

The Health & Human Services Delivery Center (HHS DC) Technology Services Office (TSO) is responsible for the Departments of Health (DOH), Human Services (DHS), Aging (PDA), Drug and Alcohol Programs (DDAP) and Military and Veterans Affairs (DMVA).

# General:

The purpose of this document is to set purchasing supported device standards for mobile devices.

# Standard:

The Health and Human Services Delivery Center (HHS DC), Technical Services Office (TSO),

Operations Telecom Unit recommend using mobile devices with IOS operating system**:** Apple.

The Office of Information Technology (OIT) provides the Commonwealth with guidelines/policy

on use and deployment of Handhelds or Mobile Devices. These documents from the Office of

Information Technology’s (OIT) are located at**:**

[**https://www.oa.pa.gov/Policies/md/Documents/240\_11.pdf**](https://www.oa.pa.gov/Policies/md/Documents/240_11.pdf)

[**https://www.oa.pa.gov/Policies/Documents/itp\_net016.pdf**](https://www.oa.pa.gov/Policies/Documents/itp_net016.pdf)

**Evaluation Criteria:**

Evaluation criteria for choosing individual models of mobile devices, follows**:** The device must be able to provide the user Internet access.

The device must presently be in use by HHS.

The device must be available on the State contract.

The device must support the latest operating system.

The device must be managed via a mobile device management system.

**Products Supported:**

## Current Standards

|  |  |  |
| --- | --- | --- |
| **Product** | **Platforms** | **Technology Classification** |
| Apple iPhone 7 | Mobile device | Current |
| Apple iPhone 7 Plus | Mobile device | Current |
| Apple iPhone 8 | Mobile device | Current |
| Apple iPhone 8 Plus | Mobile device | Current |
| Apple iPhone SE | Mobile device | Current |
| Apple iPhone X | Mobile device | Current |
| Apple iPhone XR | Mobile device | Current |
| Apple iPhone XS | Mobile device | Current |
| Apple iPhone XS MAX | Mobile device | Current |
| Apple iPhone 11 | Mobile device | Current |
| Apple iPhone 11 Pro | Mobile device | Current |
| Apple iPad Air 10.5” | Mobile device | Current |
| Apple iPad Pro 11” & 12.9” | Mobile device | Current |
| Apple iPad 10.2” | Mobile device | Current |

**Technical Assistance:**

Any technical questions regarding support for mobile devices should be first directed to the HHS

DC Helpdesk – 1-800-296-5335. The company who handles the HHS DC helpdesk is Technisource.

They track all trouble calls for HHS DC.

**Exemptions from this Standard:**

There will be no exemptions to this standard.

**Refresh Schedule:**

All standards and referenced documentation identified in this standard will be subject to review and possible revision annually or upon request by the HHS Delivery Center Domain Leads.

**Standard Revision Log:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Change Date** | **Version** | **Change Description** | **Author and Organization** |
|  | 1.0 | Initial Creation |  |
| 03/09/2006 | 2.0 | Updated Content | Gary Barb |
| 07/26/2007 | 2.1 | Reviewed and Edited Style | Julie Sellers |
| 10/20/2009 | 3.0 | Reviewed and Updated Content | Matt Messinger |
| 10/07/2010 | 3.1 | Reviewed, no Updates | Matt Messinger |
| 07/01/2020 | 3.2 | Reviewed for content needs total revising | Michael E. Sites, TSO |
| 09/09/2020 | 4.0 | Reviewed and revised | Matthew Baddorf |
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