



# DEPARTMENT OF ADMINISTRATION

## Enterprise Policy

DOIT-10-02-2006

### DIVISION OF INFORMATION TECHNOLOGY

#### Desktop Operating Systems Policy

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#### 1. Policy Statement

- a. The policy document details how operating systems on the State-owned desktop and mobile computers are deployed and supported by the RI Division of IT.

#### 2. Policy Objective

- a. Identify the operating system(s) that are centrally supported.
- b. Define the lifecycle for the operating system(s) including the process for introducing and deploying a new operating system and terminating support of a previous one.
- c. The level of support that will be provided from the RI Division of IT.
- d. Exceptions to the policy

#### 3. Supported Operating Systems

- a. There will be one Standard Desktop Operating System for state-owned desktop and mobile computers for which RI DOIT will guarantee full support and services development. This will be the default operating system installed on all desktop and mobile computer systems purchased by the State of RI after January 1st 2007. The Standard Desktop Operating System is currently Microsoft Windows XP Professional.
- b. Full support for the Standard Desktop Operating System will be provided by DOIT, including Help Desk support and second level technical follow-up of problems.
- c. Support for the predecessor to the Standard Desktop Operating System will also be provided, but no development work will be undertaken using this operating system unless absolutely essential to maintaining strategic State programs and applications. Support for the predecessor will be phased out over the lifetime of the current Standard operating system (see Operating System Lifecycle 1.4), so that at any one time there are only two desktop operating systems receiving support from DOIT.
- d. There will be no guarantee of support for any other desktop operating system other than the Standard Desktop Operating System and its predecessor, but where DOIT have knowledge of such that will help resolve a problem they will share this with the State agency concerned.
- e. DOIT will provide support to ensure that the Standard Desktop Operating Systems can be automatically patched/updated on all State-owned systems which are connected to, or can be connected to the network, in order to maintain system security.

- f. All DOIT provided services which have a desktop client interface (e.g. email, web and applications) and site licensed software will be guaranteed to operate with the Standard Desktop Operating System.

#### 4. Operating System Lifecycle

- a. The lifecycle for introducing and supporting a new Standard Desktop Operating System is modeled on a typical support cycle as described in the following table and schematic. Note, this lifecycle may vary depending on operating system developments outside the DOIT control.

Year (based on calendar year)	Central support/training/development
Year 1	Early work <ul style="list-style-type: none"> <li>• Investigative work to determine new Standard Desktop Operating System, early piloting/testing with betas as necessary.</li> </ul>
Year 2	Development <ul style="list-style-type: none"> <li>• New Standard decided and announced by start of the calendar year</li> <li>• State-owned mobile and desktop workstations developed for the new Standard.</li> <li>• Piloting with individuals and units.</li> <li>• Technical staff trained and end-user training developed.</li> <li>• Recommended hardware specs and purchasing advice revised where necessary to accommodate new Standard.</li> </ul>
Year 3	Full Support <ul style="list-style-type: none"> <li>• Full Service Desk and second level technical support provided to users.</li> <li>• End-user training provided.</li> <li>• State-owned mobile and desktop workstations for new operating system implemented.</li> <li>• Continued service development.</li> </ul>
Year 4	Full Support <ul style="list-style-type: none"> <li>• Full support and training as for year 3.</li> <li>• Early investigative work on next operating system starts*</li> </ul>
Year 5	Essential Support <ul style="list-style-type: none"> <li>• Support effort starts to scale down</li> <li>• Only essential service development where vital to strategic State programs and applications.</li> </ul>
Year 6	Supported Migration <ul style="list-style-type: none"> <li>• Further scaling down of support and assistance with migration to next operating system.</li> </ul>
Year 7	Final Year of Support <ul style="list-style-type: none"> <li>• Only vital support provided, continued assistance with migration</li> </ul>

\*It is expected that the process of determining the next Standard Desktop Operating System will start again in year 4 (i.e. Early Work phase for next operating system). However, an annual review of Microsoft and other operating system development cycles will be required in order to determine when this process should actually start.

## **5. Exceptions to Policy**

- a. Desktop PCs where specific applications can not be practically carried out using the Standard Desktop Operating System. Examples include PCs that are required to run applications software which will not correctly function under the Standard Desktop Operating System. The application supplier must provide supported documentation and the migration path to meet the State desktop standards to be considered for the exception
- b. Desktop computers connected to specific equipment where the equipment supplier insists on a particular operating system different to the Standard Desktop Operating System. The equipment supplier must provide supported documentation and the migration path to meet the State desktop standards to be considered for the exception.
- c. Other exceptions to this policy may be granted solely by the State of RI Director of Operations or CISO or his designee.

## **6. Policy Violations and Disciplinary Actions**

- a. An employee found to be in violation of this policy may face disciplinary action up to and including dismissal from employment and/or criminal prosecution where the act constitutes a violation of law. A breach of contract, where applicable, may also be considered.

## **7. Implementation Responsibility**

- a. RI DOIT shall establish and maintain guidance regarding the Standard Desktop Operating System.
- b. If the decision at the end of year 1 of the above life cycle (Early Work phase) cannot recommend moving to a new Standard Desktop Operating System a year hence, then the Early Work phase will be extended for a further year during which full support for the current Standard will continue, but support for the legacy operating system will cease as originally planned.
- c. State agencies wishing to implement the chosen Standard Desktop Operating System earlier than in the lifecycle in 1.4 should understand that there will be no guaranteed support provided from DOIT, other than if they are part of an agreed pilot, and there will be no guarantee that application services will work with the new operating system.
- d. State agencies wishing to migrate to the chosen Standard Desktop Operating System later in the lifecycle should understand the implications for support, training and information security of the State systems.

## **8. Compliance Responsibility**

- a. The RI DOIT and State Agencies shall be responsible for implementing and enforcing the Desktop Computer Operating Systems Policy within their supported areas.

9. Signatures

Walter Harper 2/17/07  
Assistant Director of Planning, Policy & Technology Date

James Board 2/16/07  
Director of Operations Date

Bonnie Lynn 2/20/07  
Chief Information Officer Date

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Director, Department of Administration Date