

Idaho Technology Authority (ITA)

ENTERPRISE STANDARDS S2000 – SOFTWARE – DESKTOP & NOTEBOOK

Category: S2100 – OPERATING SYSTEM (OS) – Desktop & Notebook

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I. DEFINITION

Operating system (OS) - The software that controls all internal operations on a desktop or notebook computer. This includes video display actions; reading and writing from both memory and storage devices; transferring information to attached printers; communicating with other networked devices; and inputting from keyboard, mouse, and screen.

II. RATIONALE

In a client/server environment, speed, memory, and a stable operating platform become increasingly important. Support of the desktop and notebook operating systems constitutes a large portion of Idaho's cost for supporting its technology infrastructure. The more desktop operating systems supported, the higher the State's costs for technology infrastructure support. Standardizing on fewer operating systems greatly simplifies technical support requirements and contributes directly to significantly lower support expenses. In addition, Windows XP will no longer be supported by Microsoft in April 2014 so it will not receive any updates or patches, leaving it open to vulnerabilities.

III. APPROVED STANDARD(S)

Graphical User Interface (GUI) for Intel-compatible platform.

IV. APPROVED PRODUCT(S)

1. Microsoft Windows vendor supported versions (Latest service pack release).

V. JUSTIFICATION

Graphical user interfaces offer significant advantages and ease of use, reduced training requirements, and improved user productivity. While Microsoft Windows is a proprietary operating system, it dominates the desktop and notebook computer OS market and has become a de facto standard.

VI. TECHNICAL AND IMPLEMENTATION CONSIDERATIONS

For the desktop workstation OS, Windows is the stated long-term architectural direction as the enterprise standard for State agencies. It is mandatory that agencies upgrade from Windows XP prior to the end of support date April 8, 2014. . Bypassing Windows Vista and upgrading directly to a later, supported version of Windows is recommended.

In the event that an Agency is unable to meet the April 2014 date and needs to continue using Windows XP, the system(s) running XP must meet the following criteria to remain in their environment:

1. The system(s) running Windows XP must be air gapped where they are physically isolated and unable to communicate with the agency network, state network or the internet. OR
2. VLAN the XP machine(s) to an separate zone with a firewall in front of them and allow access only to the internet OR
3. Purchase extended Windows XP support from Microsoft OR
4. Remove users from Local Administrator group on the XP machine AND
 - a. Install a supported AV client on the XP system AND
 - b. Remove internet access to the system AND
 - c. Remove all email access to the system including an agencies Exchange or GroupWise, Gmail, Yahoo mail or any other internet email application AND
 - d. If the agency is unable to upgrade any XP machine within 30 days after the End Of Life date:
 - i. A Formal Exemption Request, as defined in the ITA Policy P1010, shall be submitted and approved.
 - ii. The agencies security coordinator must be notified that there are existing unsecured computer(s) or network(s) still running Windows XP in their environment.

VII. EMERGING TRENDS AND ARCHITECTURAL DIRECTIONS

The use of more than one (1) operating system further complicates the acquisition strategy and technical support for the desktop environment in State government, so agencies are encouraged to standardize on one (1) version of the operating system. The move to upgrade the OS requires careful testing and planning within a formal transition strategy.

Agencies should begin to review and plan for a later, supported version of Windows OS, which are currently available as well as planning for Operating Systems that will be End Of Life in the future. This planning process should include comprehensive application testing, image building, and pilot deployments.

VIII. PROCEDURE REFERENCE

IX. REVIEW CYCLE

Six (6) Months

X. CONTACT INFORMATION

For more information, contact the ITA Staff at (208) 605-4064.

REVISION HISTORY

- 4/15/2014 - Added additional criteria in section VI to include sub-sections 2-4
- 11/7/2013 – Removed specific references to any approved Operating System as long as the OS is vendor supported and must be patched and updated regularly. Removed references to mobile devices. Made upgrading from XP mandatory unless they met the criteria that allows XP to remain in their environment.
- 7/01/2013 – Changed “ITRMC” to “ITA”.
- 12/09/2009 – Update standard to remove Windows 2000 and add Windows Vista and Windows 7. Update to remove Windows Mobile from the standard.
- 6/16/09 – Deleted Timeline from this standard. 3/7/2007 – Changed the reference to Windows Vista to show that it is now available and to encourage agencies to begin planning for a Vista deployment. Added reference to Windows Mobile 2006 for mobile devices.
- 11/15/2006 – Added a reference to Windows Vista in the “Emerging Trends and Architectural Directions” section.

- 9/21/2005 – Added references to mobile devices to the Technical and Implementation Considerations and in the Emerging Trends and Architectural Directions recommending Microsoft Windows Mobile 2003 as the OS that agencies should consider due to the close integration with the standard desktop and notebook standard. Mobile device use is growing rapidly in agencies and the use of one operating system will simply support within the agencies.
- 8/25/2004 – Removed Microsoft Windows 98 and NT from list of approved products. With Microsoft's announcement of the discontinuance of its "mainstream support phase" for Windows 98 and Windows NT 4.xx as of June 30, 2002, and "end of life" for Windows NT 3.5x as of December 31, 2002, it is time for agencies to move off these operating systems. It is also important from both an improved functionality and security perspective to transition to the remaining ITRMC approved products as soon as possible.

Effective Date: October 17, 2001