

EOTSS Defined Standards

Hardware and Software Standards



Document History

Version	Author/Editor	Reason for Change	Date
1.0	Jessica Powers	Initial Document	September 2020
2.0	Jessica Powers	Revisions	April 2021
3.0	Jessica Powers	Revisions (updated broken links)	May 2021
4.0	Jessica Powers	Revisions (added "VLC media player" to "Allowlist; available via Software Center" category)	August 2021
5.0	Jessica Powers	This document has been divided into separate standards documents and is now out of date	June 2023

Standard Hardware

The Commonwealth is moving to a “one-device” model for the standard employee technology set up. Upon completion of the Modern Workplace Program, most Executive Branch employees will only require one device (a laptop by default). Additionally, each employee will receive one docking station, monitor, keyboard, and mouse.

There are, of course, still business case, accessibility and user-based exceptions to the standard set up. Please note agencies can purchase and deploy enhanced laptops, additional monitors, assistive technology, and other equipment based on demonstrated need.

Laptops

EOTSS Standard Laptop: HP ProBook

- All packages include:
 - Commonwealth Standard Image (includes Windows 10 Enterprise) preloaded at the factory
 - BIOS Configuration
 - Asset Tagging
 - 3-Year Next Business Day On-Site Support (Accidental Damage Protection Included with Laptops)
- Basic model meets >85% of use-cases and configured with:
 - Core i5 CPU
 - 16GB of RAM
 - 256GB Solid State Drive
- Enhanced model meets high-performance use-cases such as GIS, Developer and CAD Designer/Engineer and configured with:
 - Core i7 CPU
 - 32GB of RAM
 - 512GB Solid State Drive (1TB SSD in Enhanced Laptop Models)
 - Enhanced Graphics Card
- Available Laptop Bundles:
 - Bundle 1 - Standalone Laptop (includes device, image, asset tagging, BIOS configuration, 3-Year Next Business Day On-Site Support with Accidental Damage Protection)
 - Bundle 2 - Laptop with Docking Station (includes all of bundle 1 plus Docking Station, Monitor, USB Keyboard and USB Mouse)
 - Bundle 3 - Laptop with Dual Monitor (includes all of bundle 1 + 2 plus Dual Monitor)

Tablets

EOTSS Standard Tablet: MS Surface Pro

- Available Tablet Bundles: only one (1) standard configuration is currently available:
 - 8 GB of RAM, Core i5 processor, 256 GB SSD (includes include accidental damage protection)
 - Agencies may opt to include LTE capability, however EOTSS will neither purchase nor provide the service plan on behalf of the agencies.

Standard Applications and Tools

All new devices will come pre-loaded with Windows 10, Microsoft Office Pro Plus, OneDrive for Business, SharePoint and Teams (Office 2016/365 Click-to-Run requires a Microsoft M365 G3 license) – as well as other tools such as the Adobe product suite. As with hardware, there will continue to be business case, accessibility and user-based exceptions.

Please note that Microsoft Teams will be the enterprise standard office collaboration tool and is replacing Skype – which is being retired. However, agencies can use Zoom, GoToMeeting, and other videoconferencing and office collaboration tools if they feel that those applications best meet their needs and those of their employees and constituents.

Printers

Home printers are not included in the standard technology set up. EOTSS is currently allowing home printers on a case-by-case basis if approved by agency leadership and CIOs. However, EOTSS only supports printer set up and installation of drivers for our supported agencies (see <https://www.mass.gov/how-to/request-help-with-a-computer-problem> to find out if your agency is currently supported by EOTSS) – EOTSS will not support other printer issues such as ink and toner requests.

Staff not currently supported by EOTSS should reach out to their respective IT staff for further guidance on their agency positions with respect to home printers and support (see <https://www.mass.gov/how-to/request-help-with-a-computer-problem> for Executive Branch IT help desk contact information)

Current Pricing and Options

For a list of the most current pricing and options available, please visit the EOTSS End User Software and Service Catalog on mass.gov: <https://www.mass.gov/doc/eotss-hardware-and-software-standards/download>

Out of Scope – what EOTSS will *not* provide or support:

- Constituent Calls
- Non-Standard Hardware:
 - Apple/MAC Devices (treated as BYOD)
 - Wireless Mice and Keyboards

- Specialized/non-Commodity hardware
 - X-Ray Machines
 - Facilities Monitoring System
 - Fisheries Monitoring System
- Local/Desktop Printers
- CD/DVD or other optical drives
 - Agencies may purchase an external USB optical drive via ITC47 or other Statewide Contract at their own discretion and expense.
- Non-Standard or 3rd party Applications and Software
 - Specialized/non-Commodity software programs
 - Banking software
 - Standalone desktop applications
 - AutoCAD
 - Creative Cloud Suite
 - Sketchup Pro
 - Dragon
 - Other software that has been “denylisted” by EOTSS (see Standard Software section, below)
- LTE capability for tablets
- Home setup: please note that, beyond the standard technology setup, EOTSS does not provide additional equipment for home office use or provide support for home wi-fi, routers, or personal devices (with the exception of certain equipment exceptions and Commonwealth systems accessed via personal devices).

Standard Software: Allowlist v. Denylist

EOTSS has established application and software standards for the Commonwealth. Applications listed below have been divided into two (2) main categories: “allowlist” (what software is allowed) and “denylist” (what software is prohibited).

Preinstalled

The following applications are part of the standard set up for all end users and come pre-installed in new devices:

Broadcom Bluetooth	Allowlist; pre-installed
DisplayLink Graphics	Allowlist; pre-installed
Enterprise Print Drivers/Software	Allowlist; pre-installed
Google Chrome*	Allowlist; pre-installed
IBM Netezza JDBC Driver	Allowlist; pre-installed
Microsoft .NET Framework	Allowlist; pre-installed
Microsoft Access 2016	Allowlist; pre-installed
Microsoft Bitlocker	Allowlist; pre-installed
Microsoft Edge*	Allowlist; pre-installed
Microsoft Internet Explorer 11	Allowlist; pre-installed
Microsoft Office 365 (Current Branch)	Allowlist; pre-installed
Microsoft Office Visio Viewer	Allowlist; pre-installed
Microsoft OneDrive for Business 2016	Allowlist; pre-installed
Microsoft Teams	Allowlist; pre-installed
Microsoft Windows 10 (Current Branch)	Allowlist; pre-installed
Microsoft Windows Defender	Allowlist; pre-installed
SCCM Client (software management suite)	Allowlist; pre-installed
Trusted Sites for Centrify SSO	Allowlist; pre-installed
Windows 10 Enterprise Security Configuration	Allowlist; pre-installed
<i>*pdf viewing: Google Chrome/Microsoft Edge also function as our standard pdf readers</i>	

Additional Applications available for installation

The following standard software is available via the EOTSS Software Center online:

7-Zip	Allowlist; available via Software Center
Webex	Allowlist; available via Software Center
EOTSS/DOR/EOPSS VPN Clients	Allowlist; available via Software Center
Avaya One X Agent	Allowlist; available via Software Center
Avaya CMS Supervisor (MassVoice)	Allowlist; available via Software Center
A&F Budget Language Database	Allowlist; available via Software Center
A&F Platform	Allowlist; available via Software Center
VLC media player	Allowlist; available via Software Center

Additional Applications available for installation with SCIO approval

The following applications are available to end users for installation and must be approved by a secretariat's CIO, as there may be an additional cost:

Cisco WebEx Meeting	Allowlist; may be an additional cost
Adobe Acrobat	Allowlist; may be an additional cost
Adobe Captivate	Allowlist; may be an additional cost
Adobe Creative Cloud	Allowlist; may be an additional cost
Adobe Creative Suite	Allowlist; may be an additional cost
Adobe Dreamweaver	Allowlist; may be an additional cost

Adobe Illustrator	Allowlist; may be an additional cost
Adobe InDesign	Allowlist; may be an additional cost
Adobe Photoshop	Allowlist; may be an additional cost
Adobe Spark	Allowlist; may be an additional cost
Adobe Stock	Allowlist; may be an additional cost
ArcGIS 10	Allowlist; may be an additional cost
ArcGIS Explorer Desktop	Allowlist; may be an additional cost
AutoCAD	Allowlist; may be an additional cost
Avaya CMS Supervisor	Allowlist; may be an additional cost
Avaya Integrated Management Administration Tools	Allowlist; may be an additional cost
Avaya OneX Agent	Allowlist; may be an additional cost
BlueZone	Allowlist; may be an additional cost
Budget Language Database	Allowlist; may be an additional cost
CA WA Workstation 11	Allowlist; may be an additional cost
Check Point SmartConsole	Allowlist; may be an additional cost
Citrix	Allowlist; may be an additional cost
COMA SSL VPN Client	Allowlist; may be an additional cost
Corel WinDVD	Allowlist; may be an additional cost
Crystal Reports	Allowlist; may be an additional cost
CyberLink PowerDVD	Allowlist; may be an additional cost
DYMO Label	Allowlist; may be an additional cost
EMC SourceOne Offline Access	Allowlist; may be an additional cost
Freedom Scientific Accessibility Tools (JAWS, Zoom)	Allowlist; may be an additional cost
Hyland (on base)	Allowlist; may be an additional cost
InterVideo WinDVD 8	Allowlist; may be an additional cost
join.me.launcher 1	Allowlist; may be an additional cost
LexisNexis Time Matters	Allowlist; may be an additional cost
LogMeIn GoTo Opener 1	Allowlist; may be an additional cost
Microsoft ASP.NET	Allowlist; may be an additional cost
Microsoft Office Project	Allowlist; may be an additional cost
Microsoft Office SharePoint Designer	Allowlist; may be an additional cost
Microsoft Office Visio	Allowlist; may be an additional cost
Microsoft Visual Basic	Allowlist; may be an additional cost
Microsoft Visual C++	Allowlist; may be an additional cost
Microsoft Visual Studio	Allowlist; may be an additional cost
notepad++	Allowlist; may be an additional cost
Npcap 0.99-r4	Allowlist; may be an additional cost
PostgreSQL ODBC Driver	Allowlist; may be an additional cost
PuTTY 0.x	Allowlist; may be an additional cost
Roxio MyDVD	Allowlist; may be an additional cost
RSA SecurID Software Token	Allowlist; may be an additional cost
ScreenShare Helper 1	Allowlist; may be an additional cost
Snagit	Allowlist; may be an additional cost

Swampfox Agent Desktop	Allowlist; may be an additional cost
Tableau	Allowlist; may be an additional cost
Tableau Reader	Allowlist; may be an additional cost
TextPad	Allowlist; may be an additional cost
VMware Horizon Client	Allowlist; may be an additional cost
VMware vSphere Client	Allowlist; may be an additional cost
Web Meeting Plugin	Allowlist; may be an additional cost
WinSCP	Allowlist; may be an additional cost

Additional Applications available for installation by exception ONLY

The following applications are generally not approved for installation without a strong business or user case for exception:

Apple Application Support	Allowlist; by exception ONLY
Apple Mobile Device Support	Allowlist; by exception ONLY
Apple Software Update	Allowlist; by exception ONLY
AWS Command Line Interface	Allowlist; by exception ONLY
Beyond Compare	Allowlist; by exception ONLY
Camtasia	Allowlist; by exception ONLY
DameWare Mini Remote Control	Allowlist; by exception ONLY
Dotfuscator and Analytics Community Edition 5	Allowlist; by exception ONLY
FileZilla Client 3	Allowlist; by exception ONLY
Git	Allowlist; by exception ONLY
iTunes	Allowlist; by exception ONLY
LocalESP	Allowlist; by exception ONLY
Microsoft SQL Server	Allowlist; by exception ONLY
Microsoft Web Deploy	Allowlist; by exception ONLY
MySQL Connector	Allowlist; by exception ONLY
Oracle Smart View 32-bit for Office 11	Allowlist; by exception ONLY
Oracle VM VirtualBox	Allowlist; by exception ONLY
OutsideX32	Allowlist; by exception ONLY
Python	Allowlist; by exception ONLY
SSH Secure Shell 1	Allowlist; by exception ONLY
TeamViewer	Allowlist; by exception ONLY
Toad for Oracle	Allowlist; by exception ONLY
VanDyke Software SecureCRT	Allowlist; by exception ONLY
Windows Software Development Kit	Allowlist; by exception ONLY
WinPcap 4	Allowlist; by exception ONLY
Wireshark	Allowlist; by exception ONLY
YouCam 4	Allowlist; by exception ONLY

Prohibited Applications

The following applications are prohibited (denylist); requests for the following applications will be denied:

Adobe Reader	Denylist
All APN/Ask Toolbar/Search Apps v12	Denylist
Bing Bar	Denylist
CCleaner	Denylist
CleanUp!	Denylist
CutePDF Writer	Denylist
Dropbox	Denylist
Evernote	Denylist
Foxit	Denylist
iCloud	Denylist
IIS 8 Express	Denylist
Malwarebytes	Denylist
McAfee Agent	Denylist
McAfee Host Intrusion Prevention 8	Denylist
McAfee VirusScan Enterprise 8	Denylist
Microsoft Windows 7	Denylist
Mozilla Firefox	Denylist
Platform State-Wide Data Exchanger	Denylist
Sophos SafeGuard [All Components]	Denylist
Symantec Enterprise Vault HTTP-only Outlook Add-In 9	Denylist
WinZip	Denylist
Yahoo Search Set [No version]	Denylist