EOTSS Defined Standards
Hardware Standards

Contents

Standard Hardware

One Device Model

The Commonwealth has moved to a "one-device" model for the standard employee technology set up. As a result of the Modern Workplace Program, most Executive Branch employees now only require one device (a laptop by default). Additionally, each employee will receive one docking station, monitor, keyboard, and mouse.

For more information on the "one device" model, please see EOTSS Administrative Directive 2021-2 IT Standard Operating Environment | Mass.gov

Request an Exception

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 and a written justification.

To request an exception to the one-device policy and/or our standard hardware offerings, please use the End User Hardware | Mass.gov Catalog item and fill out the below fields as instructed:

- ☐ Select the item(s) you wish to request: select **I need something else** under **Other.**
- ☐ Please describe Other: please describe the non-standard item(s) you are requesting an exception for. Provide as much detail about the device as possible, including:
  - ✓ Manufacturer and model type
  - ✓ Overall specs
  - ✓ What the device will be used for
  - ✓ Whether the device will connect to the Commonwealth network
  - ✓ Whether EOTSS support will be required for the device
    - ▪ If not, please identify who will support the features of the device not present in our standard platform
  - ✓ A business justification describing how our standard platform does not meet your business needs, and how the requested device does.
- ☐ Quantity: enter the quantity of devices you are looking to order

  📎 *You may attach documentation to your Request if necessary by clicking the paperclip icon*

Note on Apple Devices

EOTSS has standardized Windows OS for end user computing, and iOS for mobile devices. Commonwealth-issued iOS devices are considered mobile devices and are fully managed via Intune MDM | Mass.gov. **All other Apple devices, including Macs, personal iPhones and personal iPads, are not standard and treated as BYOD devices.**

Current Pricing and Options

For a list of the most current pricing and options available, please visit EOTSS Product and Service Catalog | Mass.gov.

Laptops

EOTSS Standard Laptop Model

	HP ProBook
OPTION 1	*Meets >85% of use-cases*
	Core i5 CPU
	16GB of RAM
	256GB Solid State Drive
	14" screen

EOTSS Enhanced Laptop Models*

*All requests for Enhanced Laptop models require business justification, along with Manager approval.

	HP ProBook		HP ZBook Firefly
OPTION 1	*Meets 10-15% of use-cases*	**OPTION 2**	*For high-performance use-cases such as GIS, Developer and CAD Designer/Engineer*
	Core i7 CPU		Core i7 CPU
	32GB of RAM		32GB of RAM
	1TB SSD		1TB SSD
			Enhanced Graphics Card
	14" screen		14" screen

Available Laptop Bundles

	Laptop	Docking Station	Keyboard (USB)	Mouse (USB)	Single (1) Monitor	Dual (2) Monitors
BUNDLE 1	✔	-	-	-	-	-
BUNDLE 2	✔	✔	✔	✔	✔	-
BUNDLE 3	✔	✔	✔	✔	-	✔

All packages include:

- ✓ Commonwealth Standard Image (includes Windows 11 Enterprise) preloaded at the factory

- ✓ BIOS Configuration

- ✓ Asset Tagging

- ✓ 3-Year Next Business Day On-Site Support (Accidental Damage Protection Included with Laptops)

Desktops

EOTSS Standard Desktop Models

	HP ProDesk		HP EliteDesk (Mini)
OPTION 1	*Meets >85% of use-cases*	**OPTION 2**	*Desktop Mini, for A/V*
	Core i5 CPU		Core i5 CPU
	16GB of RAM		16GB of RAM
	256GB SSD		256GB SSD

EOTSS Enhanced Desktop Model*

*All requests for Enhanced Desktop models require business justification, along with Manager approval.

	HP ProDesk
OPTION 1	*Meets 10-15% of use-cases*
	Core i7 CPU
	32GB of RAM
	1TB SSD

Available Desktop Bundles

	Desktop	Keyboard (USB)	Mouse (USB)	Single (1) Monitor	Dual (2) Monitors
BUNDLE 1	✔	-	-	-	-
BUNDLE 2	✔	✔	✔	✔	-
BUNDLE 3	✔	✔	✔	-	✔

All packages include:

- ✓ Commonwealth Standard Image (includes Windows 11 Enterprise) preloaded at the factory

- ✓ BIOS Configuration

- ✓ Asset Tagging

- ✓ 3-Year Next Business Day On-Site Support (Accidental Damage Protection Included with Laptops)

Tablets*

*All requests for Tablets require business justification, along with Manager approval.

OPTION 1	HP Elite x360
	Standard tablet offering
	Core i5 CPU
	16GB of RAM
	256GB SSD
	Pen & built-in keyboard
	13" screen

> ❗**LTE Capability – not included**❗
> Agencies who require LTE capabilities must indicate when ordering equipment. Supported agencies will receive a tablet with activated SIM installed.

Available Tablet Bundles

	Tablet	Protective Case	Docking Station	Keyboard (USB)	Mouse (USB)	Single (1) Monitor	Dual (2) Monitors
BUNDLE 1	✔	✔	-	-	-	-	-
BUNDLE 2	✔	-	✔	✔	✔	✔	-
BUNDLE 3	✔	✔	✔	✔	✔	✔	-
BUNDLE 4	✔	✔	✔	✔	✔	-	✔

All packages include:

- ✓ Commonwealth Standard Image (includes Windows 11 Enterprise) preloaded at the factory

- ✓ BIOS Configuration

- ✓ Asset Tagging

- ✓ 3-Year Next Business Day On-Site Support (Accidental Damage Protection Included with Laptops)

Standard Applications and Tools

Applications

EOTSS Software Standards | SharePoint

All new devices will come pre-loaded with Windows 11, 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. *There will continue to be business case, accessibility and user-based exceptions.*

For an up-to-date list of applications and tools both available for download and pre-installed on your device, please see EOTSS Software Standards | SharePoint.

Printing

Enterprise Print Services

EOTSS is developing an Enterprise Print service to eliminate desktop printers, set a standard for remote printing, prioritize digital solutions, support a mobile workforce, improve business continuity, enhance security, reduce environmental impact & cost.

For more information, please visit Enterprise Print Services | Mass.gov

Home Printing

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 – 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.

Visit Request help with a computer problem | Mass.gov to find out if your agency is currently supported by EOTSS, and if not, for Executive Branch IT help desk contact information.

Acceptable Use of Information Technology Policy

The Acceptable Use of Information Technology Policy details acceptable uses of information collected, managed and stored by The Commonwealth of Massachusetts. This document applies to the use of information, information systems, electronic and computing devices, applications, and network resources used to conduct business on behalf of the Commonwealth (including the below-listed mobile applications and above-listed Commonwealth devices).

Please see the Acceptable Use of Information Technology Policy | Mass.gov for more information.

Out of Scope

EOTSS will not provide or support:

- ✗ Constituent Calls

- ✗ Non-Standard Hardware:

  - ✗ Apple/MAC Devices (treated as BYOD)

    - ▪ EXCEPT Commonwealth-issued iPhones/iPads (*see "[Note on Apple Devices](#)" above*)

  - ✗ Wireless Mice and Keyboards

  - ✗ Web cameras

  - ✗ Headsets

  - ✗ Specialized/non-Commodity hardware

    - ✗ X-Ray Machines

    - ✗ Facilities Monitoring System

    - ✗ Fisheries Monitoring System

  - ✗ Local/Desktop printers and/or scanners

  - ✗ 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.
  - ✗ External hard drives

- ✗ LTE capability for tablets

! Home Setup – not supported !

Please note that, beyond the standard technology setup, EOTSS does not provide additional equipment for home office use or provide support for home WiFi, routers, or personal devices*.

*With the exception of certain equipment exceptions and
Commonwealth systems accessed via personal devices.*

Helpful Links

PCaaS
PC as a Service (PCaaS)
https://www.mass.gov/pc-as-a-service-pcaas

PC as a Service (PCaaS) Eligibility & Requirements
https://www.mass.gov/info-details/pcaas-eligibility-service-levels

Printing
Enterprise Print Services
https://www.mass.gov/enterprise-print-services

Mobile Device Management
Commonwealth MDM & MAM
https://www.mass.gov/guides/commonwealth-mdm-mam

Products & Services
EOTSS Product & Service Catalog
https://www.mass.gov/eotss-product-and-service-catalog

Support

EOTSS End User Support
Request IT support or services
https://www.mass.gov/how-to/request-it-support-or-services

End User Hardware Resource Center
EOTSS Hardware Resource Center (sharepoint.com)

ServiceNow
ServiceNow Portal
https://massgov.service-now.com/sp

Helpful information on our ServiceNow ticketing platform:
https://www.mass.gov/servicenow

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	Revisions (updates to laptop standard and enhanced devices, all software lists) reflecting the current standards offered by EOTSS	February 2023
6.0		Separated Hardware and Software standards; updated products and services	June 2023
7.0	Jessica Powers	Updated language on requesting exceptions to standard hardware model	July 2023
8.0	Jessica Powers	Updated Tablet information and bundle options; reformatted document; added link to Software Standards	May 2024
9.0	Christine McCarthy	Updated model information; tablet LTE process; added additional resources	July 2024