

EOTSS Defined Standards

Software Standards



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Standard Applications and Tools

There will continue to be business case, accessibility and user-based exceptions.

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

Windows Devices

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. For more information, please see [EOTSS Hardware Standards](#) on mass.gov.

Apple Devices

All new devices will come pre-loaded with the latest version of iOS, 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. For more information, please see [EOTSS Mobile Hardware and Application Standards](#) on mass.gov.

Office Collaboration Tools

Please note that Microsoft Teams is the enterprise standard office collaboration tool. However, agencies can use Zoom, WebEx, 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. For more information, please see the EOTSS memorandum on the [Acceptable Use of Zoom and other Remote Collaboration and Conferencing Tools](#) and [How to Request Other Videoconferencing Tools](#).

Current Pricing and Options

For a list of the most current pricing and options available, please visit the EOTSS Product and Service Catalog on mass.gov: <https://www.mass.gov/eotss-product-and-service-catalog>

Standard Software

Preinstalled

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

App Name	Purpose
Enterprise Print Drivers/Software	Printing
Google Chrome*	Internet; pdf viewing
Microsoft .NET Framework	Windows OS software development
Microsoft Bitlocker	Data/drive encryption
Microsoft Edge*	Internet; pdf viewing
Microsoft Office 365 (Current Branch) Includes:	<ul style="list-style-type: none">• Excel• OneNote• Outlook• PowerPoint• Publisher• Word
Microsoft OneDrive for Business	File storage and sharing
Microsoft Teams	Collaborating and communicating
Microsoft Windows 11 (Current Branch)	Operating System (OS)
Microsoft Windows Defender	Antivirus software
Snipping Tool	Screenshots
Software Center (MECM Client)	Software management suite (f/k/a "SCCM")
Windows 10 Enterprise Security Configuration	Securing your device
<i>*pdf viewing: Google Chrome/Microsoft Edge also function as our standard pdf readers</i>	

Additional Applications available for installation

Additional applications and software are available via Software Center (Windows devices) or the Company Portal (iOS devices).

IT Liaison (ITL) Approval

Some requests for applications or software must be approved by an agency [IT Liaison \(ITL\)](#), as there may be an additional cost or access implication for your agency. For a current list of Catalog items that require ITL approval, click [here](#).

Designated Security Officer (DSO) Submission

Some requests for applications or software must be submitted by an agency [Designated Security Officer \(DSO\)](#), as there may be a security implication for your agency. For a current list of Catalog items that require a DSO to submit, click [here](#).

Out of Scope

EOTSS will not provide or support:

- Constituent Calls
- 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

Helpful Links

Mobile Device Management

Commonwealth MDM & MAM

<https://www.mass.gov/guides/commonwealth-mdm-mam>

Policies

Acceptable Use of Information Technology Policy

<https://www.mass.gov/policy-advisory/acceptable-use-of-information-technology-policy>

Acceptable Use of Zoom and other Remote Collaboration and Conferencing Tools

<https://www.mass.gov/doc/acceptable-use-of-zoom-and-other-collaboration-tools/download>

IT Liaisons (ITLs) and Designated Security Officers (DSOs)

IT Liaisons (ITLs)

<https://www.mass.gov/info-details/it-liaisons-itls>

Designated Security Officers (DSOs)

<https://www.mass.gov/info-details/designated-security-officers-dsos>

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>

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