Commonwealth of Massachusetts

Executive Office of Technology Services and Security (EOTSS)

Operations and Security Office

Guidance on Administrative Directive 2021-1: IT Standard Operating Environment

Document Name: Guidance on A.D. 2021-1	Effective Date: 03/05/2025
Document ID: SOE.001	Last Revised Date: 03/05/2025

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1. Standard Operating Environment (SOE)

The Standard Operating Environment (SOE) encompasses policies, standards, and guidelines established by EOTSS to protect the confidentiality, integrity, and availability of the Commonwealth's data and information systems. Administrative Directive 2021-1 IT Standard Operating Environment outlines IT SOE policies for procurement, delivery, and support of IT systems across Executive Branch agencies.

Review Administrative Directive 2021-1 IT Standard Operating Environment on mass.gov

1.1. Single-Device Model

Pursuant to its statutory authority articulated in M.G.L. c. 6A, § 7A and c. 7D, EOTSS has standardized on a single-device deployment model per employee. Please review EOTSS Hardware Standards for the current standard(s). Along with the single device (a laptop by default), each employee can receive one docking station, monitor, keyboard, and mouse as part of the standard technology setup.

Exceptions

Requests for exceptions to the single device per employee standard must be submitted in writing to singledeviceexceptions@mass.gov with sign off by the respective agency head, SCIO, and Secretary (or designee). Agencies must present a detailed business or use case as to why an employee needs more than one state-issued device.

Non-Standard Device Ordering

For non-standard device ordering, please refer to the End-User Hardware page on Mass.gov. This page provides guidance on how to request and procure devices that do not conform to the standard specifications.

2. Device Management

2.1. PC as a Service (PCaaS)

EOTSS offers PC as a Service (PCaaS) to eligible* Commonwealth employees. This model combines hardware, software, servicing, and financing into one predictable subscription, simplifying end-user PC lifecycle management. EOTSS purchases, manages, retires, and refreshes all end-user PCs, providing inventory asset management, negotiating enterprise vendor contracts, and working with vendors to repair and replace PCs under warranty.

**See PCaaS Eligibility & Service Levels for more information.*

*Device Refresh & Support**

EOTSS will refresh existing devices with a new device every 4 years, and can quickly replace a broken device with an already in stock compatible device.

**Unsupported agencies, including Independent and Constitutional agencies, do not receive direct End User Support from EOTSS. However, they can still procure devices through EOTSS and will be responsible for the pass-through cost of the devices and peripherals without any additional markup or overhead. These agencies are responsible for managing their own device refresh cycles and repairs, and they must negotiate enterprise contracts with vendors independently.*

For detailed information on how your agency is supported by EOTSS, please visit the Request Help with a Computer Problem page on Mass.gov.

2.2. Patching & Vulnerabilities

The Vulnerability and Risk Management Policy (IS.010) requires that all devices on the network be patched to protect against vulnerabilities. This standard outlines processes to identify, classify, and remediate vulnerabilities across all technology environments and platforms to reduce the Commonwealth’s exposure to cyber threats.

Applications and systems supported by EOTSS are routinely patched and updated to the latest operating system (OS) to ensure compliance with this Standard.

2.3. Access Management

The Access Management Policy (IS.003) sets policy standards for implementing user access management, network access control, and system authentication control to protect the Commonwealth’s information assets and network services. This standard ensures that access to information systems, electronic devices, applications, and network resources is appropriately managed and controlled.

3. Resources

3.1. Policies, Standards and Guidelines

- Enterprise Information Security Policies and Standards | Mass.gov
- Administrative Directive 2021-1 | Mass.gov
- Access Management Policy (IS.003) | Mass.gov
- Asset Management Policy (IS.004) | Mass.gov
- Vulnerability and Risk Management Policy (IS.010) | Mass.gov
- EOTSS Technology Standards and Guidelines | Mass.gov
- EOTSS Hardware Standards | Mass.gov

3.2. Services

- Executive Office of Technology Services and Security | Mass.gov
- Request Help with a Computer Problem | Mass.gov
- PC as a Service (PCaaS) | Mass.gov
- PCaaS Eligibility & Service Levels | Mass.gov
- End-User Hardware | Mass.gov

4. Document Change Control

Version No.	Revised by	Effective Date	Description of Changes
1.0	Christine McCarthy	03/05/2025	Initial document