

COMMONWEALTH OF PENNSYLVANIA

DEPARTMENT OF PUBLIC WELFARE

INFORMATION TECHNOLOGY STANDARD

Name Of Standard: Hand Held Devices	Number: STD-EDMS002
Domain: Platform	Category: Client Platform / Handheld Devices
Date Issued: 03/09/2006	Issued By Direction Of:
Date Reviewed: 10/07/2010	 James Weaver, Dir of Div of Tech Engineering

Abstract:

This is the standards for purchasing and activating handheld PCs.

General:

The purpose of this document is to assist POCs with purchasing and activating Handheld PCs.

Standard:

The Division of Technology Engineering (DTE), Enterprise Network and Security Section, Network Architecture and Telecom Management Unit (NATMU) recommend using these handheld PCs, or models similar to these, for use within the Department of Public Welfare (DPW).

If you wish to obtain information related to the [Use of Wireless Devices](#), both the Commonwealth and DPW have policies and procedures to address this topic.

The Office of Information Technology (OIT) provides the Commonwealth with guidelines on use and deployment of Handhelds. The Office of Information Technology's (OIT) website is at:

http://www.portal.state.pa.us/portal/server.pt/community/information_technology/402

Evaluation Criteria

Evaluation criteria for choosing individual models of handheld PCs, follows:

The device must be able to provide the user Internet access

The device must provide the user access to e-mail, including attachments and address book and calendar synchronization

The device must presently be in use by DPW

The device must be available on the State contract

Handheld PC Models Standard at DPW

After conducting technical and market research and reviewing the existing handheld PCs deployed throughout DPW, NATMU recommends the following Office of Information Technology (OIT) handheld PCs.

Products Supported

DPW currently supports Blackberry® handhelds. At your local site you will purchase the Blackberry®, the client access license, and the airtime. When you want the Blackberry® connected up to the Blackberry® Exchange Server send a request to the BIS Desktop services mailbox at BISDesktopServices@state.pa.us

[Mobile Device hardware Standards \(PLT011a\)](#)

CURRENT STANDARDS

Product	Platforms	Technology Classification
Windows Mobile 6.0 enabled PDA devices	Handheld Smartphone	Current
RIM/BlackBerry enabled devices	Handheld PDA	Current

CONTAIN

Product	Platforms	Technology Classification
Microsoft Windows Mobile 5.0 or older	Handheld Smartphone	Contain
Palm OS Devices	Handheld PDA	Contain
Symbian OS Devices	Handheld Smartphone	Contain

Further Recommendations

New users may wish to refer to the [tips and tricks to make your blackberry use a little bit more enjoyable and productive](#) document to make you more proficient.

Development and deployment of future handhelds

All of the testing and engineering of the handheld devices are done at the Bureau of Information System, Division of Technology Engineering. Any questions regarding development and deployment contact Mr. Wayne Vols 717-772-6514 or Mr. Wayne Mumau 717-772-7700.

Technical Assistance

Any technical questions regarding support for these handheld PCs should be first directed to the DPW Helpdesk – 1-800-296-5335, the company who handles the DPW helpdesk is Technisource. They track all trouble calls for DPW.

Exemptions from this Standard:

There will be no exemptions to this standard.

Refresh Schedule:

These standards will be revised as technology advances and security features become more commonplace within the hardware and software. All standards and referenced documentation identified in this standard will also be subject to review and possible revision annually or upon request by the DPW Information Technology Standards Team.

Standard Revision Log:

Change Date	Version	Change Description	Author and Organization
	1.0	Initial Creation	
03/09/2006	2.0	Updated Content	Gary Barb
07/26/2007	2.1	Reviewed and Edited Style	Julie Sellers
10/20/2009	3.0	Reviewed and Updated Content	Matt Messinger
10/07/2010	3.1	Reviewed, no Updates	Matt Messinger