Attachment D

Alaska Department of Health and Social Services Information Technology Standards

1 Introduction

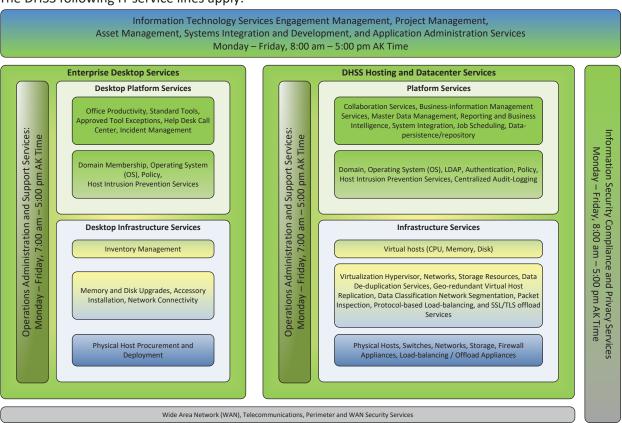
This document presents software, hardware and other Information Technology product standards for Alaska Department of Health and Social Services (DHSS). This document is a reference companion to other documents, such as the DHSS IT RFP IT Requirements template, that clarifies the current IT standards. This IT Standards document is structured according to the service-line/area for the applicable standard.

1.1 State of Alaska Statewide IT Standards

In addition to the DHSS IT Standards identified in this document, the State of Alaska Department of Administration (DOA) Division of Enterprise Technology Services (ETS) maintains IT Standards that DHSS must comply with. The ETS standards are not represented in this document, but are publicly available and can be downloaded from: http://doa.alaska.gov/ets/plan/SOA_ITStandards.pdf. Additional information on ETS standards can be found at: http://doa.alaska.gov/ets/plan/standards.html.

1.2 DHSS Service Lines

The DHSS following IT service lines apply:



1.3 Change Log

This document is updated as needed. The following change log reflects the person, revision date and summary of the change.

Author	Date	Summary of change
S Taylor	2/10/2017	Re-organized document, added
		change log

2 Standards

This section contains the standards for each service-line. Standards are established for:

- Software
- Hardware
- Other IT products (e.g., other referenced standards)

Standards must be followed for all IT software, hardware and other products. Deviation from standards requires a completed Security Policy Waiver for each individual using the deviant product, as established by DHSS information security policies and standard operating procedure <u>SOP-Security Policy Wavier</u>.

2.1 Engagement and Service Delivery Management Service Standards

Engagement and Service Delivery Management Services focus on how DHSS IT interacts with our DHSS customers, vendors, grantees and other partners. The following standards apply.

2.1.1 Hardware

No unique hardware standards for Engagement and Service Delivery Management Services.

2.1.2 Software

Standard	Function	Uses
Microsoft SharePoint 2010	Enterprise Content and	IT Matrix Inventory of initiatives
	Document Management,	(projects, systems, services),
	Intranet and Social Network,	Reference document libraries
	Collaboration, Custom Web	
	Applications and Workflow	
Microsoft Team Foundation	Version control, Agile project	Service delivery management
Server 2015	management, Continuous	tracking and reporting
	integration, Release	
	management, Package mgmt.,	
	DevSecOps, Testing	
PROPOSED1: Microsoft Visual	Version control, Agile project	Service delivery management
Studio Team Services	management, Continuous	tracking and reporting
	integration, Release	
	management, Package mgmt.,	
	DevSecOps, Testing	
LANDesk Service Desk	Help Desk Ticketing System	Service delivery management
		tracking and reporting

¹ "Proposed" standards are not fully approved, but are expected to be supported at this time.

2.1.3 Other Products

No unique other product standards for Engagement and Service Delivery Management Services.

2.2 Project Portfolio Management Service Standards

Project Portfolio Management Services focus on how DHSS IT supports project management enterprise process development and execution. The following standards apply.

2.2.1 Hardware

No unique hardware standards for Project Portfolio Management Services.

2.2.2 Software

Standard	Function	Uses
Microsoft SharePoint 2010	Enterprise Content and	IT Matrix Inventory of initiatives
	Document Management,	(projects, systems, services),
	Intranet and Social Network,	Project management and
	Collaboration, Custom Web	chartering sites, Reference
	Applications and Workflow	document libraries, activity lists
Microsoft Team Foundation	Version control, Agile project	Work management tracking and
Server 2015	management, Continuous	capacity allocation reporting
	integration, Release	
	management, Package mgmt.,	
	DevSecOps, Testing	
PROPOSED: Microsoft Visual	Version control, Agile project	Work management tracking and
Studio Team Services	management, Continuous	capacity allocation reporting
	integration, Release	
	management, Package mgmt.,	
	DevSecOps, Testing	

2.2.3 Other Products

No unique other product standards for Project Portfolio Management Services.

2.3 Asset Management Service Standards

Asset Management Services focus on how DHSS IT supports managing software licensing and other software assets. The following standards apply.

2.3.1 Hardware

No unique hardware standards for Asset Management Services.

2.3.2 Software

Standard	Function	Uses
LANDesk Inventory Scanner	Software inventory scanning	Licensing support, enterprise
		standards enforcement
Microsoft Team Foundation	Artifact version control	Version control, artifact mgmt.
Server 2015	repository	

Standard	Function	Uses
PROPOSED: Microsoft Visual	Version control, Agile project	Version control, artifact mgmt.
Studio Team Services	management, Continuous	
	integration, Release	
	management, Package mgmt.,	
	DevSecOps, Testing	

2.3.3 Other Products

No unique other product standards for Asset Management Services.

2.4 Systems Integration and DDI Service Standards

Systems Integration and DDI Services focus on how DHSS IT supports system architecture development, integration between DHSS systems and information system design, development and implementation. The following standards apply.

2.4.1 Hardware

No unique hardware standards for Systems Integration and DDI Services.

2.4.2 Software

Standard	Function	Uses
Mainstream supported	Development IDE	Information systems and
Microsoft Visual Studio		software development and
		maintenance
PROPOSED: Microsoft Visual	Development IDE	Information systems and
Studio Code		software development and
		maintenance
Supported versions of C#	Development language	Information systems and
language		software development and
		maintenance
Microsoft Team Foundation	Work management, SDLC	Work management,
Server 2015	support	requirements definition, design,
		implementation and test
		management and execution
		artifacts
PROPOSED: Microsoft Visual	Version control, Agile project	Work management, resource
Studio Team Services	management, Continuous	scheduling, artifact mgmt.,
	integration, Release	continuous integration and
	management, Package mgmt.,	deployment
	DevSecOps, Testing	
Mainstream support versions of	Diagramming and modeling	Diagramming and modeling
Microsoft Visio		various architectural views
Microsoft PowerShell	Automation and DevSecOps	Automate various processes via
		PowerShell

2.4.3 Other Products

Standard	Function	Uses
PROPOSED: Microsoft Azure	Auto-scaling custom information	Hosting information systems and
cloud App Service	system application containers in	services in the cloud
	the cloud	
PROPOSED: Microsoft Azure	Websocket based relay from	Connecting from cloud
Hybrid Connections	Azure cloud to other cloud or on	environment resources, such as
	premise datacenter end-points	Azure App Service applications,
		back to on premise resources
		(data sources, services)

2.5 Systems Operations and Administration Service Standards

Systems Operations and Administration Services focus on how DHSS IT supports technical system operations and system administration. The following standards apply.

2.5.1 Hardware

No unique hardware standards for System Operations and Administration Services.

2.5.2 Software

Standard	Function	Uses
Microsoft Windows Remote	Remote desktop access	Remote server access
Desktop Client		
Microsoft Internet Information	System administration	Manage IIS sites and applications
Services Manager		
Microsoft SQL Server	System administration	Manage SQL Server databases
Management Studio		and servers
Microsoft BizTalk Server	System administration	Manage BizTalk servers and
Administration Console		server groups
Visionware MultiVue	System administration	Manage MultiVue Configuration
Administration Console		
Microsoft SharePoint Central	System administration	Manage SharePoint site
Administration		collections and farm
		configurations
Microsoft PowerShell	System administration	Manage various services via
		PowerShell

2.5.3 Other Products

Standard	Function	Uses
PROPOSED: Microsoft Azure	Management for all Azure	Administering Azure hosted
Portal	resources and services allocated	resources and services
	with a tenant subscription	

2.6 Information Security Compliance and Privacy Service Standards

Information Security Compliance and Privacy Services focus on how DHSS IT supports legal compliance with information security, privacy, and ongoing development/maintenance of security policy and practice. The following standards apply.

2.6.1 Hardware

No unique hardware standards for Information Security Compliance and Privacy Services.

2.6.2 Software

Standard	Function	Uses
RSA Archer	Information security risk and	Risk and compliance
	compliance	management
Splunk	Enterprise log indexing and	Audit-logging, reporting
	reporting	
Veracode	Software vulnerability scanning	Scan source code, identify
		software vulnerabilities for
		remediation, per policy
Veritas	Enterprise confidential data	File system based access audit
	audit-logging	logging

2.6.3 Other Products

Standard	Function	Uses
NIST 800-53 v4	Standardized security controls	Reference for security plan
		control set
NIST 800-66	Standard subset of NIST 800-53	Selection criteria for security
	controls for HIPAA	plan control set for HIPAA
		systems

2.7 Enterprise Desktop Service Standards

Enterprise Desktop and Mobility Services focus on how DHSS IT supports defining, deploying and supporting the DHSS enterprise desktop and mobility endpoints. The following standards apply.

2.7.1 Hardware

Standard	Function	Uses
OptiPlex with 500GB+ SSD HD,	PC workstation	Desktop, non-mobile
16GB+ memory, core i7		
processors		
Latitude with 256GB+ SSD HD,	PC workstation	Desktop, mobile
16GB+ memory, core i7		
processors		
Tablets Dell 5280 256+ SSD HD,	Mobile endpoint	Productivity capable, extended
16GB+ memory, core i7		use mobile device
processors		

2.7.2 Software

Standard	Function	Uses
Microsoft Systems Center Configuration Manager (SCCM)	Systems management	Desktop deployment
LANDesk	Systems management	Desktop software install, upgrade, patching, security scanning
LANDesk Service Desk	Help Desk Ticketing	Incident and service request management. Interface between customers using DHSS systems/IT services and the operational support team for those systems/IT services
Mainstream supported Microsoft Windows on Desktops	Desktop operating system (OS)	Standard DHSS desktop operating system
Dell Data Protection	Disk encryption	Fixed and removable disk encryption
Intel McAfee Agent	Antivirus, host intrusion prevention, policy management	Antivirus, host intrusion prevention, policy management
Currently Supported Microsoft Internet Explorer 11 or Microsoft Edge	Web browser and web- application client	Browsing web, web-application client
Microsoft Office 2010 (transitioning to Office 2013, starting Fall of 2017)	Desktop productivity suite	Document authoring, spreadsheets, presentations, information system integration (e.g., notice processing or other document merge processing)

2.7.3 Other Products

No unique other product standards for Enterprise Desktop Services.

2.8 DHSS Hosting and Datacenter Service Standards

DHSS Hosting and Datacenter Service Standards focus on how DHSS IT supports designing, implementing and operating standard infrastructure and platform offerings. The following standards apply.

2.8.1 Hardware

Standard	Function	Uses
Cisco UCS Blade Server	Physical host	Datacenter virtualization
		resources
Dell PowerEdge Server	Physical host	Datacenter virtualization
		resources or remote location
		physical server
NetApp Storage Area Network	Enterprise storage	Datacenter disk storage
Citrix Netscaler	Load balancing, proxy, protocol	Load balancing, SSL/TLS offload
	optimization, SSL/TLS offload	
	appliance	

2.8.2 Software

Standard	Function	Uses
VMWare ESXi or Microsoft	Hypervisor	Datacenter hypervisor for host
Hyper-V Hypervisor		virtualization
Virtualization		
NFS for VMware or SMB 3.0 for	Storage management protocol	Allocate/manage/use storage,
Hyper-V Network Attached		printers, etc
Storage (NAS)		
iSCSI for VMware or Hyper-V	Storage management protocol	Allocate/manage/use storage
Storage Area Network (SAN)		
Mainstream supported	Server operating system	Access and manage server hosts
Microsoft Windows Server		
Mainstream supported	Underlying enterprise services	Support 3 rd party and custom
Microsoft .NET	platform API	.NET components and services
PROPOSED: .NET Core	Underlying enterprise services	Support 3 rd party and custom
	platform API	.NET Core components and
	·	services
Mainstream supported	Domain, LDAP, authentication,	Manage domain, LDAP,
Microsoft Active Directory	policy	authentication (Kerberos,
·		Integrated) and policy
Mainstream supported	Federated authentication	Manage authentication in
Microsoft Active Directory		federated identity scenarios
Federation Services		,
Mainstream supported	Information persistence / data	Online Transaction Processing /
Microsoft SQL Server	repository	Information system database
		storage
Splunk	Enterprise log indexing and	Audit-logging, reporting
	reporting	
Mainstream Microsoft Internet	Application server and web	Support IIS hosted applications
Information Services	content delivery	and content
Mainstream supported	Reporting and business	Report authoring, scheduling,
Microsoft SQL Server Reporting	intelligence	and subscription services
Services		
Mainstream supported	Reporting and business	Online Analytical Processing /
Microsoft SQL Server Analysis	intelligence	Information and metrics trend
Services		reporting
Mainstream supported	Batch job processing and	Scheduled offline batch
Microsoft SQL Server Agent	scheduling	processes for line of business
(bundled with SQL Server)		systems
Mainstream supported	Enterprise Content and	Collaborative self-service
Microsoft SharePoint (2010 and	Document Management,	business productivity, including:
2013 compatible)	Intranet and Social Network,	intranet, document libraries,
	Collaboration, Custom Web	simple data lists and simple
	Applications and Workflow	workflows. Approved
		applications.

Standard	Function	Uses
Mainstream supported	System integration, Enterprise	Master Client Index, line of
Microsoft BizTalk (2010 and	Service Bus	business system integration
2013 <u>and</u> 2016)		
Microsoft Dynamics CRM (2016)	Extensible relationship/case	Case management, registries,
	management, rapid design and	grants management
	scalable business information	
	systems platform	
Visionware MultiVue	Master data management	Master Client Index
DHSS Master Client Index	Line of business system client	System integration support,
	cross-reference	Client Services Dashboard
DHSS Client Services Dashboard	Client services analysis	Research and policy support

2.8.3 Other Products

Standard	Function	Uses
PROPOSED: Microsoft Azure	Auto-scaling custom information	Hosting information systems and
cloud App Service	system application containers in	services in the cloud
	the cloud	
PROPOSED: Microsoft Azure	Websocket based relay from	Connecting from cloud
Hybrid Connections	Azure cloud to other cloud or on	environment resources, such as
	premise datacenter end-points	Azure App Service applications,
		back to on premise resources
		(data sources, services)

2.9 DHSS Wide Area Network, Telecommunications and Perimeter and WAN Security Service Standards

DHSS Wide Area Network, Telecommunications and Perimeter Security Services focus on how DHSS IT supports integrating the DHSS LAN with the State of Alaska (SOA) wide area network, telecommunications and perimeter security managed by Department of Administration (DOA) Enterprise Technology Services (ETS). The following standards apply.

2.9.1 Hardware

No unique hardware standards for DHSS Wide Area Network, Telecommunications and Perimeter Security Services.

2.9.2 Software

Standard	Function	Uses
Service Desk Manager (SDM)	Incident and service request	Interface between DHSS and ETS
	management tracking	for addressing ETS supported
		service incidents and requesting
		changes or other services

2.9.3 Other Products

No unique other product standards for DHSS Wide Area Network, Telecommunications and Perimeter Security Services.