



Reference D

Information Technology Standards

State of Alaska
Department of Health

1 Introduction

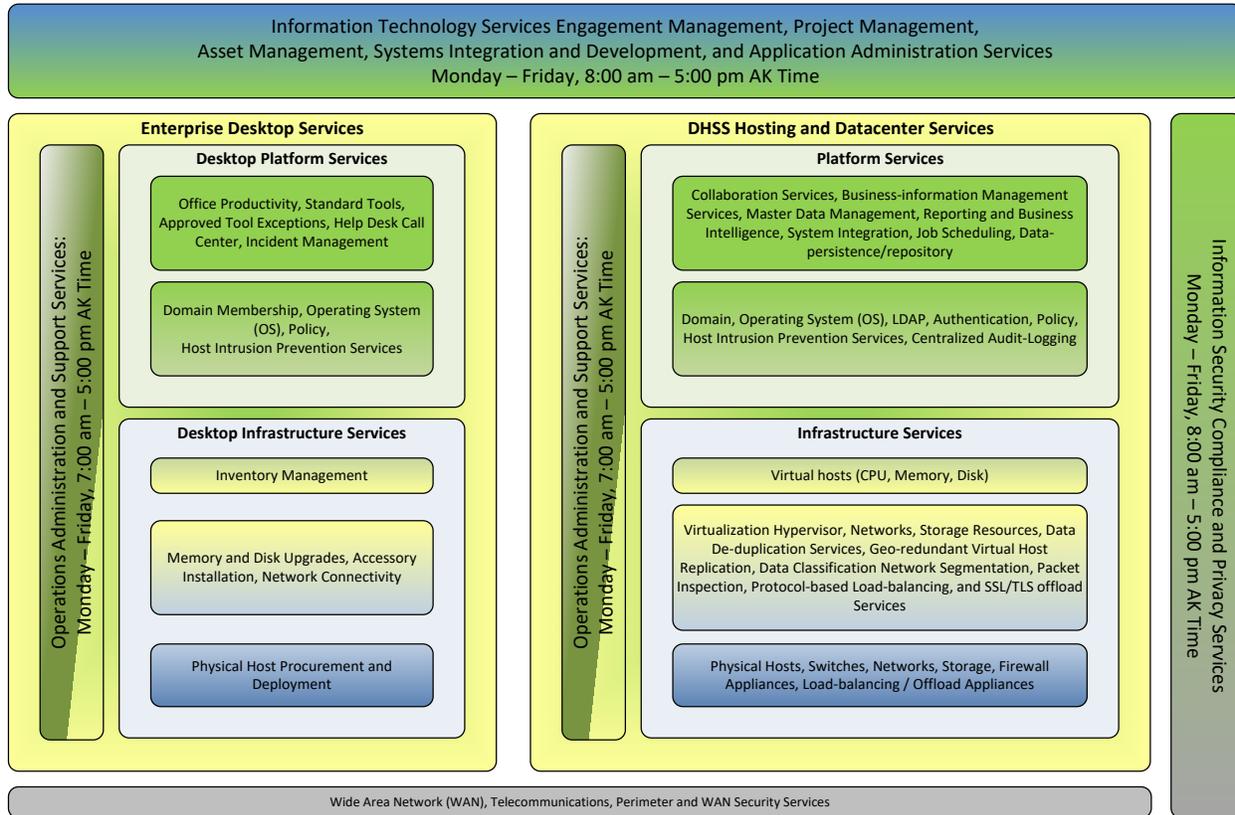
This document presents software, hardware, and other Information Technology product standards for Alaska Department of Health (DOH). This document is a reference companion to other documents, such as the DOH RFP IT Requirements template, that clarifies the current IT standards. This IT Standards document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

1.1 State of Alaska Statewide IT Standards

In addition to the DOH IT Standards identified in this document, the State of Alaska Department of Administration (DOA) Office of Information Technology (OIT) may have state standards that are not represented in this document. Please see their services website at [Home, Office of Information Technology, State of Alaska](#).

1.2 DOH Service Lines

The DOH 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
T Kisner	10/16/2018	Removed ETS reference and link to their IT Standards document
C Boom	09/27/2021	Updated link to OIT services catalog website. Updated lists of standard software. Added DOH Logo, formatted header. Added document date and page number.
D. Garcia	08/02/2022	Corrected basic grammar & formatting problems and inconsistencies, commented on a number of technologies, removed SharePoint 2010 as a standard.
IT Leadership Review	08/18/2022	Reviewed updated document and addressed remaining contents

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 DOH information security policies and standard operating procedure.

2.1 Engagement and Service Delivery Management Service Standards

Engagement and Service Delivery Management Services focus on how DOH IT interacts with our DOH 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 2019	Enterprise Content and Document Management, Intranet and Social Network, Collaboration, Custom Web Applications and Workflow	IT Matrix Inventory of initiatives (projects, systems, services), Reference document libraries
Azure DevOps Server Azure DevOps Services	Version control, Agile project management, Continuous integration, Release management, Package mgmt., DevSecOps, Testing	Service delivery management tracking and reporting
SolarWinds Web Help Desk	Help Desk Ticketing System	Service delivery management tracking and reporting

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 DOH 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 2019	Enterprise Content and Document Management, Intranet and Social Network, Collaboration, Custom Web Applications and Workflow	IT Matrix Inventory of initiatives (projects, systems, services), Project management and chartering sites, Reference document libraries, activity lists
Azure DevOps Server Azure DevOps Services	Version control, Agile project management, Continuous integration, Release management, Package mgmt., DevSecOps, Testing	Work management tracking and capacity allocation reporting

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 DOH 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
Ivanti Inventory Scanner SCCM Inventory Tracking	Software inventory scanning	Licensing support, enterprise standards enforcement
Microsoft Team Foundation Server 2018 (on prem) Azure DevOps (SaaS)	Documentation and code management and repository.	Version control, code, and documentation management.
IRIS/Alder	State asset management system/reporting	State procurement asset tagging and tracking
Dell Asset Management	Hardware wipe and recycle	Hardware wipe and recycle

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 DOH IT supports system architecture development, integration between DOH 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 Microsoft Visual Studio	Development IDE	Information systems and software development and maintenance
Microsoft Visual Studio Code	Development IDE	Information systems and software development and maintenance
Supported versions of C# language	Development language	Information systems and software development and maintenance
Microsoft Team Foundation Server 2018	Work management, SDLC support	Work management, requirements definition, design, implementation, and test management and execution artifacts
Mainstream support versions of Microsoft Visio	Diagramming and modeling	Diagramming and modeling various architectural views
Mainstream support versions of Microsoft PowerShell	Automation and DevSecOps	Automate various processes via PowerShell
Mainstream support versions of .NET Framework and .NET Core (preferred)	Development language	Information systems and software development and maintenance.
Microsoft Dynamics 365, on prem	Development IDE	Information systems and software development and maintenance.

2.4.3 Other Products

Standard	Function	Uses
Microsoft Azure PaaS	Auto-scaling custom information system application containers in the cloud	Hosting information systems and services in the cloud

2.5 Systems Operations and Administration Service Standards

Systems Operations and Administration Services focus on how DOH 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 Desktop Client, Ivanti, SCCM, VMWare vSphere, Citrix Access Gateway, Cisco AnyConnect, OpenConnect for Mainframe	Remote desktop access	Remote server access
F5 Proxy Services	Reverse proxy	Web application delivery
Mainstream support versions of Microsoft Internet Information Services Manager	System administration	Manage IIS sites and applications
Mainstream support versions of Microsoft SQL Server Management Studio	System administration	Manage SQL Server databases and servers
Mainstream support versions of Microsoft BizTalk Server Administration Console	System administration	Manage BizTalk servers and server groups, Enterprise Service Bus (ESB)
Mainstream support version of Visionware MultiVue Administration Console	System administration	Manage MultiVue Configuration, Master Client Index (MCI)
Mainstream support versions of Microsoft PowerShell	System administration	Manage various services via PowerShell

2.5.3 Other Products

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

2.6 Information Security Compliance and Privacy Service Standards

Information Security Compliance and Privacy Services focus on how DOH 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 compliance	Risk and compliance management

Standard	Function	Uses
Splunk	Enterprise log indexing and reporting	Audit-logging, reporting
Veracode	Software vulnerability scanning	Scan source code, identify software vulnerabilities for remediation, per policy
Varonis	Enterprise confidential data audit-logging	File system-based access audit 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 controls for HIPAA	Selection criteria for security plan control set for HIPAA systems

2.7 Enterprise Desktop Service Standards

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

2.7.1 Hardware

Standard	Function	Uses
Dell Precision 3540 Mem 32GB HD M.2 512 SSD Processor 15-11500	PC workstation	Desktop, non-mobile
Dell Precision 3650 Mem 32GB HD M.2 512 SSD Processor i7	PC workstation	Power Desktop, non-mobile
Dell Latitude 5310 Mem 16GB HD M.2 256 SSD Proc i5-10210U	PC workstation	Small Laptop, mobile
Dell Precision M3551 Mem 32GB HD M.2 512 SSD Proc i7	PC workstation	Regular Laptop, mobile
Dell Precision M7750 Mem 32GB HD M.2 512 SSD Proc i7	PC workstation	Large Laptop, mobile

Standard	Function	Uses
Dell Latitude 7210 2 in 1 Mem 16 GB HD M.2 256 SSD Proc i5	Mobile endpoint	Productivity capable, extended use mobile device
Dell WD19DC Docking Station	Docking station	17" laptops
Dell WD19TBS Docking Station	Docking station	Less than 17" laptops

2.7.2 Software

Standard	Function	Uses
Microsoft Systems Center Configuration Manager (SCCM)	Systems management	Desktop deployment
Ivanti	Systems management	Desktop software install, upgrade, patching, security scanning
SolarWinds Web Help Desk	Help Desk Ticketing	Incident and service request management. Interface between customers using DOH systems/IT services and the operational support team for those systems/IT services
Mainstream supported Microsoft Windows on Desktops	Desktop operating system (OS)	Standard DOH desktop operating system
Microsoft BitLocker	Disk encryption	Fixed and removable disk encryption
Cybereason Migrating to Windows Defender for Endpoint in H2 of 2022	Antivirus, host intrusion prevention, policy management	Antivirus, host intrusion prevention, policy management
Microsoft Edge current version, Chrome (current version), Firefox (current version). Browser support only	Web browser	Browsing web
Edge in IE 11 mode	Web-application client	DOH IT internal application development browser. IE 11 mode is deprecated and not preferred. Must have plans to update to modern browser compatibility
Microsoft Office 365	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 DOH Hosting and Datacenter Service Standards

DOH Hosting and Datacenter Service Standards focus on how DOH 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
Checkpoint Firewall	Data center firewall/IPS	Data center protection against unauthorized access

2.8.2 Software

Standard	Function	Uses
F5	Load balancing, proxy, protocol optimization, SSL/TLS offload appliance	Load balancing, SSL/TLS offload
VMWare ESXi Hypervisor Virtualization	Hypervisor	Datacenter hypervisor for host virtualization
NFS for VMWare Network Attached Storage (NAS)	Storage management protocol	Allocate/manage/use storage, printers, etc.
iSCSI for VMWare Storage Area Network (SAN)	Storage management protocol	Allocate/manage/use storage
Mainstream supported Microsoft Windows Server	Server operating system	Access and manage server hosts
Mainstream supported Microsoft .NET	Underlying enterprise services platform API	Support 3 rd party and custom .NET components and services
.NET Core	Underlying enterprise services platform API	Support 3 rd party and custom .NET Core components and services
Mainstream supported Microsoft Active Directory	Domain, LDAP, authentication, policy	Manage domain, LDAP, authentication (Kerberos, Integrated) and policy
Mainstream supported Microsoft Active Directory Federation Services	Federated authentication	Manage authentication in federated identity scenarios

Standard	Function	Uses
Mainstream supported Microsoft SQL Server	Information persistence / data repository	Online Transaction Processing / Information system database storage
Splunk	Enterprise log indexing and reporting	Audit-logging, reporting
Mainstream Microsoft Internet Information Services	Application server and web content delivery	Support IIS hosted applications and content
Mainstream supported Microsoft SQL Server Reporting Services	Reporting and business intelligence	Report authoring, scheduling, and subscription services
Mainstream supported Microsoft SQL Server Analysis Services	Reporting and business intelligence	Online Analytical Processing / Information and metrics trend reporting
Mainstream supported Microsoft SharePoint 2019	Enterprise Content and Document Management, Intranet and Social Network, Collaboration, Custom Web Applications and Workflow	Collaborative self-service business productivity, including: intranet, document libraries, simple data lists, and simple workflows. Approved applications.
Mainstream supported Microsoft BizTalk	System integration, Enterprise Service Bus	Master Client Index, line of business system integration
Mainstream supported version Microsoft Dynamics CRM, on prem	Extensible relationship/case management, rapid design, and scalable business information systems platform	Case management, registries, grants management
Mainstream supported version Visionware MultiVue	Master data management	Master Client Index
DOH Master Client Index	Line of business system client cross-reference	System integration support, Client Services Dashboard

2.8.3 Other Products

Standard	Function	Uses
Microsoft Azure PaaS	Auto-scaling custom information system application containers in the cloud	Hosting information systems and services in the cloud

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

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

2.9.1 Hardware

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

2.9.2 Software

Standard	Function	Uses
AlaskaNow (ServiceNow)	Incident and service request management tracking	Interface between DOH and OIT for addressing OIT supported service incidents and requesting changes or other services

2.9.3 Other Products

Standard	Function	Uses
PureCloud	Interactive Voice Response	Cloud call center solution