	PA TURNPIKE COMMISSION POLICY *This is a statement of official Pennsylvania Turnpike Policy*	**NUMBER**: 8.11 **APPROVAL DATE**: 09-01-2015
POLICY SUBJECT: Information and Operational Technology (IT/OT) Standards	**RESPONSIBLE DEPARTMENT:** Information Technology	**EFFECTIVE DATE**: 09-16-2015 **REVISED DATE**: 11-17-2020

A. **PURPOSE**:

It is important to the efficient operation of the Commission that technical standards pertaining to the planning, selection, acquisition, management, and security of Technology Resources are developed and governed by policy and that the Commission promotes an enterprise approach to the selection and management of information and operational technology (IT/OT). Because technology is continually changing and the standards and procedures can be highly technical in nature, this policy letter delegates the promulgation of such standards and procedures to the Commission's Information Technology (IT) Department.

B. **SCOPE**:

This policy applies to all departments within the Pennsylvania Turnpike Commission (PTC). PTC Department Chiefs/Directors are responsible for ensuring their staff, consultants and contractors adhere to all IT/OT standards and procedures.

C. **GENERAL POLICY**:

The IT Department shall be responsible for the timely development and promulgation of technical standards and procedures governing all PTC IT/OT investments in support of an enterprise approach to IT/OT, which maximizes the value of technology investments, ensures technical interoperability, promotes information security, and reduces functional duplication. The IT Department's processes for developing standards must include PTC departmental involvement and input through an IT governance process.

D. **DEFINITIONS**:

Technology Resources – Commission Technology Resources include, but are not limited to, the following: all data and records, including those pertaining to computer use, internet use, email communication and other electronic communication (whether sent, received, or stored), as well

as the content of such communications; Commission's computer systems and business applications, located both on premises and cloud-based, together with any electronic resource used for communications, which includes but is not limited to laptops, individual desktop computers, wired or wireless telephones, cellular phone, smartphones, tablet computers, servers, virtual machines, routers/switches, desktop and mobile applications developed either in-house or through vendors. Technology Resources further includes use of the Internet, electronic mail (email), instant messaging, texting, voice mail, facsimiles, copiers, printers or other electronic messaging through Commission facilities, equipment or networks, and also includes operational technology (OT), which consists of hardware and software that detects or causes a change through the direct monitoring and/or control of physical devices, processes and events in the enterprise.

Information Technology – The entire spectrum of technologies for information processing, including software, hardware, communications technologies and related services.

Operational Technology – Hardware and software that detects or causes a change through the direct monitoring and/or control of physical devices, processes and events across the commission.

Procedure – An established process to be followed in order to ensure actions comply with policies or standards. IT Procedures shall reference an IT Standard or PTC Policy Letter and shall be published/made available to internal PTC employees, consultants and independent contractors. Procedures that reveal details about the Commission's technology environment that, if disclosed, may introduce a security risk will have a more limited distribution.

Standard – A prescribed or proscribed specification, approach, directive, solution, methodology, product or protocol which must be followed. IT Standards shall be published/made available to internal PTC employees, consultants and independent contractors, as well the general public.

E. **PROCEDURES**:
The IT Department shall develop procedures for the timely development, maintenance and publication of IT standards and procedures. The procedures will include PTC departmental involvement and input through an IT governance process.

Any exception to this policy must be approved by the Chief Technology Officer (CTO).

This Policy Letter supersedes all previous Policy Letters on this subject.