Tier 1 Control Standards (State-Wide)

VOIP

Standard ID
IOT-CS-SEC-114

Published Date
10/1/2013

Effective Date
10/1/2013

Last Updated
5/19/2017

Next Review Date
5/19/2018

Policy
11.0 Protective Technology (PR.PT)
   11.4 PR.PT-4
       11.4.1 Network Protection

Purpose
The information below sets the requirements for establishing VOIP on the state network.

Scope
IOT Supported Entities

Statement
Voice Over Internet Protocol (VOIP) shall be configured for State agencies where applicable, following the below requirements:

- Agencies must consult with IOT to discuss the VOIP and other communications alternatives available to the agency
- IOT will evaluate the alternatives available for security, functionality, and efficiency in order to make a recommendation to the agency
- IOT and the agency will discuss the recommendation and/or other alternatives to reach an agreement on proceeding
- When a technology is selected, IOT will configure the VOIP solution following the best practices recommended by the vendor. These settings must be documented
- Agencies will not reconfigure the parameters of the VOIP solution without discussing the need with IOT and an evaluation of the security ramifications
- Agencies will not begin evaluating or procure a VOIP solution without consulting IOT before proceeding

Roles
Agency Management
IOT Personnel

Responsibilities
IOT shall configure VOIP solutions that meet security requirements for the State. Agency Management shall work with IOT to validate VOIP solutions are meeting their needs.

Management Commitment
Management is responsible for ensuring their agency has configured VOIP solutions in accordance with this Standard.
Coordination Among Organizational Entities
Agencies shall coordinate with IOT as it relates to VOIP solutions.

Compliance
Any known violations of this Standard will be escalated to the State CIO.

Exceptions
Exceptions will be handled on a case-by-case basis by the State CISO.