

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

CIO 7000.3B
January 5, 2023

GSA ORDER

SUBJECT: Information Technology (IT) Standards for Internal GSA Workplaces

1. Purpose. This Order transmits the information technology (IT) standards for all new workplace projects, including new construction or alterations to existing space, for all GSA offices.
2. Background. This Order is in support of GSA's initiative to create model workplaces that support collaboration, improve productivity and utilization, and reduce costs. GSA IT and the Office of Administrative Services (OAS) have developed a set of standards to ensure that GSA internal workplaces can function and be managed as a shared resource. These operating principles have been established to provide consistent and standardized workplace protocols and IT configurations.
3. Cancellation. This Order cancels 7000.3 CIO Information Technology Standards for Internal GSA Workplaces dated February 3, 2016. It also cancels 2145.1 CIO Implementation of the Online Resource Reservation Software dated June 5, 2013, as information on this topic is now included in this policy.
4. Applicability. This order applies to:
 - a. All GSA Service and Staff Offices (SSOs), Regions and business units, including all GSA employees and authorized users of accounts on the GSA IT Infrastructure. Authorized users are employees of GSA and other Government organizations and those contractors, consultants, or other third parties who are specifically granted access to conduct business on behalf of or with GSA or other Government organizations supported by GSA.
 - b. The Office of Inspector General (OIG) to the extent that the OIG determines it is consistent with the OIG's independent authority under the IG Act, and it does not conflict with other OIG policies or the OIG mission.
 - c. The Civilian Board of Contract Appeals (CBCA) only to the extent that the CBCA determines it is consistent with the CBCA's independent authority under the Contract Disputes Act and other authorities, and it does not conflict with the CBCA's policies or the CBCA mission.

5. Explanation of Changes. This order provides for consistency with Federal requirements and program implementation changes. This order:

- a. Updates outdated links;
- b. Simplifies language;
- c. Updates references; and
- d. Updates implementation information including incorporating the guidance previously found in 2145.1 CIO Implementation of the Online Resource Reservation Software for space reservations and hoteling.

6. Space reservation and hoteling. Workplace Reservation Management. GSA uses only one agency-wide enterprise standard system for managing the use of space in a mobile work environment. This online hoteling and reservation system for workspaces and rooms, is to be used in all GSA occupied space. Information about how to use it, including the protocols for users to make reservations, can be found [at this link](#) on InSite (available only to those on GSA's network).

- a. Employees, contractors, and procurement personnel are not to acquire or develop any new online workspace, conference room, or shared resource reservation systems. All are required to use the agency-wide enterprise standard system, with one exception. Systems in place as of August 22, 2011, may continue to be used and only restored if they become inoperable.
- b. There will be no procurements for new online workspace, conference room, or shared resource reservation systems or development on existing systems other than the approved enterprise standard system.
- c. Authorized users must use GSA IT resources in an ethical and lawful manner and comply with [GSA's IT General Rules of Behavior, GSA Order CIO 2104.1B](#), and other applicable federal and GSA policies.
- d. The online hoteling and reservation system for workspaces and rooms allows resources to be designated as requiring manual approval at the discretion of the resource owner. If the resource owner specifies manual approval for a resource, then they must also designate at least a primary and backup approver for those resources, and those approvers must use the enterprise standard system in a timely fashion to approve or deny requests for those resources.

7. Print output devices. Print output devices include standalone printers, multifunction devices, fax machines, scanners, and plotters.

- a. Acquisition, management, deployment, and use of print output devices will comply with the policies and practices contained in [1860.1 OAS Print Management Policies and Practices](#).

b. OAS, in partnership with GSA IT, is responsible for internal agency policies regarding print output device acquisition, management, deployment, and use.

c. GSA-owned output devices shall be supported by GSA IT within the facility as a shared pool of resources. However, leased output devices shall be supported by the vendor per contractual obligations.

d. OAS, in consultation with GSA IT, is responsible for the acquisition of all print output devices.

e. Purchases of new standalone printers, standalone copiers (not shared with all users), and standalone fax machines require a waiver. Information about requesting such a waiver may be found [at this link](#) on InSite (available only to those on GSA's network).

f. Copier leases and contracts, along with consumables (including toner), will be managed by OAS as a centralized administrative service and resource.

g. No standalone printers will be allowed within GSA facilities unless they are:

(1) Provided to a user(s) as a result of an approved reasonable accommodation request;

(2) Provided to a labor organization(s) for use in their union offices, for representational purposes, as a result of a negotiated agreement; or

(3) Granted as a waiver in accordance as described in 7. e. above.

8. IT standards for workplaces, workstations, and audiovisual (A/V) configurations. GSA IT establishes standard IT configurations. Standard configurations are subject to change as technology and device models change. Current GSA IT configuration standards can be found at [Standards for Conference Rooms, Workplaces, Workstation Configurations](#) (available only to those on GSA's network). Exceptions may be granted by GSA IT as part of an [approved reasonable accommodation](#) or through the approved waiver process found at 7. e. above.

a. Standard workstation configurations and Wi-Fi access.

(1) All workstations within GSA workspace will include a standard end-user IT configuration managed and maintained by GSA IT. No users will be permitted to add, remove, change, or move fixed end-user IT assets (e.g., monitors, port replicators, etc.) unless granted a change request. Users can submit a change request via the [IT Service Desk: GSA Generic Request](#) (available only to those on GSA's network).

(2) Users will be responsible for securing and managing laptops issued to them by GSA, transporting them to and from home as needed, or locking them in personal

lockers overnight if working at an unassigned or hoteling workstation. GSA may be able to issue loaner or temporary equipment. Contact the [IT Insider Live Store](#) (available only to those on GSA's network) for more information.

(3) Non-GSA users, vendors, and guests will have access to “internet only” network communication through a hard-wired or Wi-Fi connection. Non-GSA users, vendors, and guests must have a GSA sponsor to provide the guest Wi-Fi password; wired guest connectivity is provided automatically and does not require a password.

(4) Some GSA workspace areas include Wi-Fi connectivity for mobility within the facility. All users, vendors, and guests will be required to follow the GSA IT security policies and procedures in order to connect to and use GSA networks.

b. Audio/video (AV).

(1) All new conference room AV designs shall be coordinated with OAS and GSA IT. Submissions must include planning for current and out year IT equipment and software service, maintenance, and licensing costs.

(2) OAS will work closely with GSA IT to ensure any approved design changes follow the GSA IT standards for conference room installations.

(3) All video teleconferencing systems shall follow the standards as directed by GSA IT and listed in the [EA approved IT Standards](#) (available only to those on GSA's network).

c. Telephony.

(1) Physical (“desktop”) telephones will not be deployed within new or newly renovated GSA workspaces. Exceptions will be granted for reasonable accommodations or via the approved waiver process found at the [Non-Standard Equip waiver](#) (available only to those on GSA's network).

(2) GSA users will use software-based telephony and headsets connected to their GSA laptops (see [Voice Over IP \(VoIP\) Phones](#)) which is available only to those on GSA's network. Alternate methods of telephony services available to individual GSA users will include huddle rooms/quiet rooms with speakerphones, cellular smartphones (eligible users only), and Google Voice cloud telephony service.

(3) GSA IT guidance on the types of headsets to be used can be found at [Voice Over IP \(VoIP\) Headsets](#) (available only to those on GSA's network). Headsets for VoIP phones are a business line expense due to the wide variety available and varying organizational requirements.

(4) Meeting and conference rooms should include physical or integrated conference room phones, wireless microphones, and/or other types of speaker phones to accommodate multiple participants.

9. References. For additional information, please see

- [7005.1 OAS P Internal Space Allocation, Design and Management Policy](#)
- [1860.1 OAS Print Management Policies and Practices](#)
- [CIO 2104.1B GSA's IT General Rules of Behavior](#)

10. Signature.

/S/

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