



U.S. General Services Administration (GSA)

## **GSA Order: Provisioning of Information Technology (IT) Devices**

CIO 2160.4C

Office of GSA IT

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### **Purpose:**

The purpose of this Order is to provide direction and guidance on the deployment of computer workstations, mobile devices, and printers for agency and designated contractor personnel.

### **Background:**

With the consolidation of IT infrastructure operations, there is a need for standardization on the deployment of IT devices to facilitate asset management, improve security, and manage costs.

### **Applicability:**

This Order applies to all GSA Service and Staff Offices (SSOs), Regions and business units. It also applies to all GSA employees and authorized users of accounts on the GSA IT Infrastructure.

1. 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.
2. This Order applies to 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.

### **Cancellation:**

This Order cancels GSA Order CIO 2160.4B, Provisioning of Information Technology (IT) Devices, dated January 20, 2023.

### **Summary of Changes:**

This order provides for consistency with Federal requirements and program implementation changes. This order:

1. Updates outdated links;

2. Updated language to conform with E.O. 14154 Unleashing American Energy;  
and
3. Updates references.

**Roles and Responsibilities:**

The Office of GSA IT is responsible for:

1. The procurement, management, and maintenance of IT Resources such as computer workstations, laptops, and mobile devices; and
2. Providing network connectivity to print devices.

The Office of Administrative Services (OAS), in partnership with the Office of GSA IT and in accordance with [1860.1 OAS Print Management Policies and Practices](#) is responsible for:

1. Internal agency policies regarding print output device acquisition, management, and use; and
2. The acquisition of all print output devices.

**Signature**

/S/ \_\_\_\_\_  
David Shive  
Chief Information Officer  
Office of GSA IT

2/14/2025 \_\_\_\_\_  
Date

# Table of Contents

<b>1. Policy</b>	<b>4</b>
<b>2. Workstation Standard</b>	<b>4</b>
<b>3. Mobile Device Standard</b>	<b>4</b>
<b>4. Printer Standard</b>	<b>5</b>
<b>5. Non-standard Computers and Tablets</b>	<b>5</b>
<b>6. Funding and Procurement of IT Devices</b>	<b>6</b>
<b>7. Waiver Requests</b>	<b>6</b>
<b>8. Disposal of Obsolete Equipment Including Non-standard Equipment</b>	<b>6</b>
<b>9. References</b>	<b>6</b>

# 1. Policy

All GSA employees and authorized users are expected to utilize standard equipment unless an exception has been approved by appropriate authorities.

## 2. Workstation Standard

1. The current GSA standard workstation configuration is posted on Insite at the link to [Conference Rooms, Workplaces, Workstation Configurations](#) (available only to those on GSA's network).
2. Additional workstations, non-standard components (including desktop workstations), or other additional components require an approved waiver request as described in Section 13 below.

## 3. Mobile Device Standard

1. The standard GSA mobile configuration is:
  - One cellular smartphone (which includes hotspot/data service), or
  - One 'flip phone' cellular phone (with voice-only service).
2. In general, mobile devices may be provided for individuals who:
  - Frequently travel away from their normal duty station/work station and must maintain timely contact with employees/management to support business continuity; or
  - Are "on call" outside of normal business hours.
3. As prescribed in [2165.2 CHGE 1 CIO P GSA Telecommunications Policy](#), requests for mobile devices are made through the ServiceNow Catalog, approved by the supervisor, and routed to the regional [Designated Agency Representative \(DAR\)](#) (available only to those on GSA's network) to be ordered from the current cellular contract vendor. Charges will be applied to the associated business line.
4. Any required accessories for cellular devices will also be funded by business lines and should be ordered via the [Current Mobile Contract](#) (available only to those on GSA's network).
5. GSA IT will manage and provide technical support for mobile phones and tablets and will do so within the current infrastructure support environment.

6. Damaged, lost, or stolen devices should be reported to the immediate supervisor, appropriate IT manager, and the [IT Service Desk](#) (available only to those on GSA's network). Replacement or repair will be determined at that time. If a replacement is needed, it will be handled through the regional DAR and charged to the employee's division via a divisional credit card, the same as a new purchase.
7. Since tethering is available on all smartphones at no additional cost, the purchase of tablets with cellular service is not authorized. Purchase of any WiFi-only tablets will be funded by business lines.
8. Approval of a waiver request (see Section 13 below) is required to obtain multiple mobile devices.

## 4. Printer Standard

In accordance with [OAS 1860.1 Print Management Policies and Practices](#) print devices shall be limited to an appropriate ratio of users per print device to reduce printing and associated costs while meeting the business needs of the organization. Actual print device allocation at GSA locations may vary depending on such factors as space configuration and print volume requirements. Purchases of new personal printers, standalone copiers, and standalone fax machines are prohibited unless the requirements are waived in accordance with the guidance.

## 5. Non-standard Computers and Tablets

1. GSA IT will not support any device that is non-standard and has not been approved.
2. Business lines are responsible for funding, approving and purchasing non-standard computers and tablets. GSA IT does not execute the purchase. Business lines can only purchase tested and approved configurations. Questions regarding this process should be directed to the GSA Service Desk at [ITServiceDesk@gsa.gov](mailto:ITServiceDesk@gsa.gov) or 1-866-450-5250.
3. When a user is assigned non-standard equipment for use, they are implicitly agreeing to return their current Government Furnished Equipment (GFE) equipment and replace it with selected non-standard equipment. Refer to the [Exception Waiver Request Process for Non-Standard Equipment and Macintosh](#) (available only to those on GSA's network) for further information.

## 6. Funding and Procurement of IT Devices

Purchase of IT devices may result in additional procurement and/or ongoing support costs. GSA IT will provide guidance for procurement of non-standard hardware. Contact the [IT Service Desk: Customer Engagement Champions](#) (available only to those on GSA's network) for additional information.

## 7. Waiver Requests

Requests for IT devices not in conformance with the standards must have a business justification approved in advance of ordering and deploying requested equipment. The [Exception Waiver Request Process for Non-Standard Equipment and Macintosh](#) (available only to those on GSA's network) details the waiver process which includes attaching the approved waiver to the Service Catalog Request within ServiceNow.

## 8. Disposal of Obsolete Equipment Including Non-standard Equipment

GSA IT has the responsibility to maintain the integrity and security of the GSA IT infrastructure and must ensure that any GSA equipment connected to the infrastructure meets all GSA security and operation policies. All GFE must be returned for disposal according to current guidelines. Contact the [IT Service Desk](#) (available only to those on GSA's network) for details.

## 9. References

### 1. Policies

- [9900.1A OAS Government Furnished Equipment for Use Outside GSA Agency Worksites](#)
- [IT Security Procedural Guide: Securing Mobile Devices and Applications GSA-IT Security-12-67](#)
- [7000.3B CIO Information Technology Standards for Internal GSA Workplaces](#)
- [1860.1 OAS Print Management Policies and Practices](#)

### 2. Internal Guidance (available only to those on GSA's network)

- [Standards for Conference Rooms, Workplaces, Workstation Configurations](#)
- [Designated Agency Representative \(DAR\)](#)

- [IT Service Desk](#)
- [Current Mobile Contract](#)
- [Exception Waiver Request Process for Non-Standard Equipment and Macintosh](#)
- [How to Make Service Catalog Requests](#)
- [IT Service Desk: Customer Engagement Champions](#)
- [GSA Mobile Support Site](#)
- [Voice Over IP \(VoIP\) Headsets: Recommended Headset Specifications](#)