GSA Order: Information Technology Standards for Internal GSA Workplaces
CIO 7000.3C
Office of Digital Infrastructure Technology
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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.

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.

Applicability:

This order applies to:

1. 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.

2. 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.

3. 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.

Cancellation:

This Order cancels 7000.3B CIO Information Technology Standards for Internal GSA Workplaces, dated January 9, 2023.

Summary of Changes:

1. Updates section on Space Reservations to accommodate system changes.

2. Updates broken links and makes other minor changes to outdated items.

3. Updates document to conform with OAS 1832.1C Internal Directives Management.

Roles and Responsibilities:

The Office of GSA IT is responsible for:

1. Establishing IT standards for workplaces, workstations, and audiovisual (A/V) configurations.

2. Managing and maintaining standard end-user IT configuration for all workstations within GSA workspace.

3. New conference room AV designs, in coordination with OAS.

The Office of Administrative Services is responsible for:

1. Internal agency policies regarding print output device acquisition, management, deployment, and use in partnership with GSA IT.

2. The acquisition of print output devices as described below, in consultation with GSA IT.

Signature

___/S/_____   __9/19/25_____
David Shive   Date
Chief Information Officer
GSA IT

1. Information Technology Standards for Internal GSA Workplaces

GSA's Information Technology (IT) standards for all new workplace projects, including new construction or alterations to existing space, for all GSA offices are explained below. 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.

1.1. Space reservations

GSA uses an agency-wide enterprise standard system for managing the use of space in a mobile work environment. This reservation system for conference rooms and parking spaces is to be used in all GSA primary locations. 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).

1.1.1. Reservation Management

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.

1.1.2. Authorized users must use GSA IT resources in an ethical and lawful manner and comply with 2104.1C CIO GSA's IT General Rules of Behavior and other applicable federal and GSA policies.

1.1.3. The reservation system for conference 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.

1.1.4. Users authorized to administer resources are responsible for maintaining user access and granting users the minimum necessary access level.

1.2. Print output devices

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

1.2.1. 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](#).

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

1.2.3. GSA IT shall configure and provision GSA-owned print devices for operation on the GSA network; the purchasing organization (SSO) is responsible for the device's maintenance, care, consumables, and repairs throughout its lifecycle.

1.2.4. OAS, in consultation with GSA IT, acquires all print output devices except for those permitted for purchase card acquisition (see [1860.1 OAS Print Management Policies and Practices](#) Section 5.a.(2)).

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

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

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

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

    1.2.6.3. Granted as a waiver. Information about requesting such a waiver may be found [here](#) (available only to those on GSA's network).

1.3. 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 [Conference Rooms and Workplace Standards](#) (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 1.2.6.3. above.

1.3.1. Standard workstation configurations and Wi-Fi access

1.3.1.1. 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).

1.3.1.2. Users will be responsible for securing and managing laptops issued to them by GSA. This could include 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.

1.3.1.3. 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.

1.3.1.4. 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, including Wi-Fi.

1.3.2. Audio/video (AV)

1.3.2.1. 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.

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

1.3.2.3. 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). Conference room configuration, including IT capabilities, are described in [Conference rooms and workplace standards](#) (available only to those on GSA's network).

1.3.3. Telephony

1.3.3.1. 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 Equipment Request](#) (available only to those on GSA's network).

1.3.3.2. GSA users will be assigned one telephony device. The default device for most users will be cellular smartphones. Alternate methods of telephony services available to individual GSA users will include software-based telephony and headsets connected to GSA laptops, huddle rooms/quiet rooms, and voice services provided through the cloud.

2. 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](#).
- [2104.1C CIO GSA's IT General Rules of Behavior](#).