STATE OF ALABAMA

Information Technology Policy

POLICY 644-00: VOICE OVER INTERNET PROTOCOL

Voice over Internet Protocol (VoIP) refers to the transmission of speech across data-style networks. VoIP has a very different architecture than traditional circuit-based telephony and these differences result in significant security issues.

OBJECTIVE:

Establish the requirements for securely deploying Voice over Internet Protocol (VoIP) capability onto State of Alabama network resources.

SCOPE:

This policy applies to all Executive Branch agencies, boards, and commissions except those exempt under The Code of Alabama 1975 (Title 41 Chapter 4 Article 11). The specific audience for this policy is all State of Alabama organizations that plan or manage VoIP technology.

RESPONSIBILITIES:

Information Services Division:

VoIP systems shall be centrally managed by the Information Services Division (ISD) of the Department of Finance for all organizations on the capitol campus served by ISD.

Agency Management, Information Technology Organization:

Off-campus organizations may obtain and deploy their own VoIP systems/services after providing a security plan to the State IT Security Council for approval.

Prior to deploying VoIP capabilities onto State of Alabama network resources, State of Alabama organizations shall:

- Develop appropriate network architecture for data and voice considerations; security and technical requirements shall be specified in applicable standards.
- Ensure the organization has examined and can acceptably manage and mitigate the risks to State of Alabama information, system operations, and continuity of essential operations when deploying VoIP systems.

All organizations shall contact the ISD Help Desk to identify/register their existing VoIP systems.

To ensure security and supportability, organizations shall procure only VoIP products that are capable of complying with State standards.

ADDITIONAL INFORMATION:
Information Technology Standard 644S1: VoIP Security
http://cybersecurity.alabama.gov/documents/Standard_644S1_VoIP_Security.pdf

Information Technology Dictionary
http://cybersecurity.alabama.gov/documents/IT_Dictionary.pdf

By Authority of Director, Information Services Division, Department of Finance

DOCUMENT HISTORY:

Version	Release Date	Comments
640-04	2/13/2007	Original document
640-04_A	10/24/2008	Removed "approved VoIP product list" requirement; added ISD responsibility to centrally manage campus VoIP systems and other organizations responsibility to register systems with ISD.
644-00	09/01/2011	New number and format