NJ OFFICE OF INFORMATION TECHNOLOGY
Philip D. Murphy, Governor
Christopher J. Rein, Chief Technology Officer

P.O. Box 212
300 Riverview Plaza
Trenton, NJ 08625-0212

www.tech.nj.gov

STATE OF NEW JERSEY TECHNOLOGY CIRCULAR VoIP Service Enterprise Telecommunication Standard	**POLICY NO:** 16-03-S3-NJOIT	
	SUPERSEDES: NA	**EFFECTIVE DATE:** 04/10/2017
	VERSION: 2.0	**LAST REVIEWED:** 03/18/2025

1. PURPOSE

Agency to public, public to agency, Inter- and intra-agency voice communication is a common and mission-critical technology requirement for every agency of the Executive Branch. The Standard ensures enterprise adoption of a highly available, cloud-based service for voice communications. The convergence of multiple solutions to a single product will achieve cost savings, operational efficiencies and productivity enhancements.

2. SCOPE

The Chief Technology Officer (CTO) and the New Jersey Office of Information Technology (NJOIT) established the telecommunication product, VoIP Service, (the Standard), as an Enterprise Technology Solution (ETS) for the Executive Branch of State Government.
This ETS is governed by NJOIT Circular 16-03-NJOIT, "NJOIT Enterprise Technology Solution Policy".

3. AUTHORITY

All Executive Branch departments and State agencies are directed to cooperate fully with the NJOIT and the CTO to implement the provisions of this Standard.

4. REQUIREMENTS

Within 180 days (6 months) of the effective date of this Standard, each Agency shall coordinate with NJOIT to complete an evaluation of the suitability of the VoIP service enterprise telecommunication product for their operation (the Evaluation).

Agencies must adhere to the following requirements for:

4.1. Procurement

4.1.1. Public switched telephone network (PSTN) services will be the responsibility of the Agency.

4.1.2. With assistance from NJOIT, Agencies are responsible for the procurement of their on-premise hardware (Phones) and network infrastructure (POE Switches) required to support the VoIP Service.

4.2. Migration

4.2.1. NJOIT will coordinate with the Agency for all VoIP related migration services.

4.2.2. Agencies will begin the migration process within 60 days of site assessment and core infrastructure (network, power, PSTN) implementation.

4.2.3. Agencies must have an identified Telecommunications point of contact prior to beginning any VoIP service migration effort.

4.3. Use of State-Owned Devices

4.3.1. Agencies must comply with NJOIT Circular 01-2012-NJOIT "use of state telephones/wireless devices and personal telephones/wireless devices at or for State Work" Section V,C. State Business on Personal Devices; and Statewide Circular Letter 15-04-OMB/OIT, "Assignments and Use of Cellular Wireless Devices."

5. COMPLIANCE AND ENFORCEMENT

5.1. Compliance

5.1.1. The Standard shall be administered and monitored by the Deputy CTO for Policy.

5.2. Exceptions

5.2.1. On a case-by-case basis, and if circumstances warrant, the CTO may approve a

"Deferment" of migration to the VoIP Service product.

5.2.2. Any exception to the Standard must be approved by the CTO in advance.

5.2.3. Requests for exceptions to the Standard shall be made to the CTO through the Agency Commissioner.

5.2.4. Agencies on "Deferment" shall obtain annual approval from the CTO to continue this status.

5.3. Non-Compliance

5.3.1. Non-compliance is defined as any Agency that has not adopted the Standard within one year of the date of the completed evaluation and has not received a Deferment from the CTO.

5.3.2. Non-compliance will be referred to the CTO for appropriate action.

6. TERM

This Standard will be re-evaluated every three years or sooner as circumstances warrant.

7. RELATED DOCUMENTS

- VoIP Service Level Agreement.
- NJOIT Circular, 16-03-NJOIT "Enterprise Technology Solution Policy".
- NJOIT Circular, 01-2012-NJOIT "Use of State Telephone/Wireless Devices and Personal Telephones/Wireless devices at or for State Work".
- Statewide Circular Letter 15-04-OMB/OIT "Assignments and Use of Cellular Wireless Devices".

8. ADMINISTRATION

This Policy is administered and monitored by the CTO at 300 Riverview Plaza, Trenton, NJ 08625.

The Policy must be reviewed annually; however, the CTO reserves the right to change or amend the Policy at any time.

Signature on File	03/18/2025
Christopher J. Rein, Chief Technology Officer	Date

9. DOCUMENT HISTORY

Version	Published Date	CTO	Sections Modified	Description of Modifications
1.0	04/10/2017	D. Weinstein	All	Original Published Date
2.0	3/18/2025	C. Rein	All	Annual Review, Updated links and Format