

<p><b>CALIFORNIA DEPARTMENT OF TECHNOLOGY</b></p> <h1>TECHNOLOGY LETTER</h1>	<p>NUMBER: <b>TL 20-01</b></p>	<p>DATE ISSUED: <b>JANUARY 2020</b></p>
<p>SUBJECT: <b>WORKGROUP COLLABORATION PLATFORM</b></p>	<p>REFERENCES: State Administrative Manual (SAM) Sections 4819.2, 4846 and 5170 Statewide Information Management Manual (SIMM) Section 130</p>	

## BACKGROUND

The increased utilization of collaborative tools that emphasize and enable teamwork continues to improve the way government communicates and collaborates. Unified communications platforms promote capabilities that allow remote collaboration. These platforms combine features such as chat, conferencing, calendaring, notes, and attachments into a single enterprise platform, enabling the rapid provisioning of shared workspaces and facilitating distribution of topic based information.

This policy is intended to assist agencies/state entities to develop internal policies and procedures to ensure proper use of workgroup collaboration platforms and ensure all staff understand and adhere to proper software management policies that address, at a minimum, acceptable use, public records act considerations, key roles and responsibilities, security/privacy, workspaces and records retention.

## PURPOSE

The purpose of this Technology Letter (TL) is to announce:

- New SAM Section 5170, which requires each agency/state entity to develop and implement internal policies and procedures to ensure proper use of Workgroup Collaboration Platforms.
- Updated SAM Section 4819.2 to include a new definition of “Workgroup Collaboration Platform”.
- New SIMM Section 130, Workgroup Collaboration Platform Guidelines, to assist agencies/state entities to develop internal policies and procedures for the use of Workgroup Collaboration Platforms.

## QUESTIONS

Questions regarding this Technology Letter should be directed to the Department of Technology, Office of Government Affairs at [ITPolicy@state.ca.gov](mailto:ITPolicy@state.ca.gov).

## SIGNATURE

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