



Office of Information Technology Services

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Office of Information Technology Services Standard	No: ITS-S24-001
ITS Standard: International Travel Kit	Issued: 08/22/2024
	Issued By: NYS Office of Information Technology Services Owner: Workplace Services

1.0 Purpose and Benefits

This standard describes the procedures associated with requesting International Travel Kits that will allow travelers to establish connectivity to NYS systems and data during international travel.

2.0 Authority

Section 103(10) of the State Technology Law provides the Office of Information Technology Services (ITS) with the authority to establish statewide technology policies, including technology and security standards. *Section 2 of Executive Order No. 117¹*, issued January 2002, provides the State Chief Information Officer with the authority to oversee, direct and coordinate the establishment of information technology policies, protocols and standards for State government, including hardware, software, security and business re-engineering. Details regarding this authority can be found in NYS ITS Policy, [NYS-P08-002 Authority to Establish State Enterprise Information Technology \(IT\) Policy, Standards and Guidelines](#).

3.0 Scope

This standard applies to ITS, its employees and ITS supported agencies (“Client Agency”). Contractors and consultants are not eligible to receive an International Travel Kit. Please refer to their contract for specific information about whether or not their work must be delivered from within the United States.

4.0 Information Statement

4.1 International Travel

[NYS-P23-001 International Access to NYS Systems or Data Policy](#) requires that State Entities (SE) perform risk analysis, on a case-by-case basis, for employee requests to travel with NYS equipment or workplace devices or to access non-public New York State data outside the contiguous United States. This review applies whether international travel is for official business or personal purposes.

Before submitting a request related to international travel, requestors must review NYS-P23-001. The policy contains a link to the U.S. Department of State's Travel Advisories to assist with the SE's risk analysis.

Agencies must review and make a risk-based decision to approve access to NYS data during travel, considering the factors in the policy, compliance requirements, the location the user will be traveling to, as well as other relevant factors (such as relevant business need, security risk, etc.).

4.1.1 Travel Destination Considerations

Depending on the traveler's destination, agencies must consider the following:

- When an individual is traveling to the non-contiguous United States (Alaska, Hawaii), U.S. Territories (Puerto Rico, U.S. Virgin Islands, Guam, etc.), or Canada, the SE may:
 - Allow the individual to travel with their standard State-issued laptop, phone, or other devices; or
 - Determine that this category of travel must be treated similarly to international travel. If that determination is made, then the below applies.
- When an individual is traveling to any other destination:
 - The individual is **strictly prohibited** from taking their already-assigned, State-issued laptop, phone, hard-token or other devices.
 - The individual is **strictly prohibited** from utilizing a personal device to access NYS data. This includes NYS email accounts and agency applications, even when accessed with multi-factor authentication.
 - If the individual has a need to conduct official business while travelling, they must request an approved international travel kit offering.

4.1.2 Requesting a Travel Kit

ITS will make an “International Travel” service request available in the ServiceNow (SN) system to allow individuals to request an approved international travel kit. All requests will require appropriate agency executive approval. Requests must be made 10 business days in advance of the requested end user delivery date and equipment should be tested prior to travel.

Approved, available kit configurations will be available for selection. Note that international plans may not be added to State-issued smartphones or other devices. Individuals must use approved international travel kits, except for limited circumstances as described in section 4.1.4.

4.1.3 Equipment Issues While Traveling

In the event that an international travel kit is lost, stolen, broken, or confiscated by local authorities, it must be reported to ITS and the individual’s agency as soon as possible.

ITS will not repair or replace travel kits during travel and travelers are prohibited from using local repair shops or facilities.

4.1.4 Adding International Calling to an assigned communication device

International calling plans may only be requested for travel to the non-contiguous United States or Canada, and in limited circumstances where an employee’s official duties take place in the US/Canada border zone.

If required, users will be provided with instructions to wipe devices upon return.

4.2 International Travel Kits

Approved International Travel Kits consist of the following components:

- A laptop to provide access to the web and other resources, consistent with any security controls implemented on the hosted application.
- A voice phone with international calling and texting enabled. Smartphones may be available for travel with business and risk justification and will include an international data plan in addition to voice and text.
- MFA Hard Tokens.
- An insert containing Information a Traveler must know.

Note that WiFi Hotspots are not available for international travel. Laptop users are required to use local internet access methods. Information on how to use

local internet access methods will be provided in the kit. International power adapters are not provided by ITS.

Kits are issued on a loaner basis and must be returned within five (5) business days of the end of the trip. The traveler must specify the trip end-date in the request used to order the kit. An ITS technician will retrieve the kit from the traveler's office on or after that date. Unreturned devices will be designated as lost by the agency custodian. Refer to policy ITS-P21-001 Workplace Computing Device Policy for more information.

5.0 Compliance

This standard shall take effect upon publication. Compliance is required with all ITS policies and standards. ITS may amend its policies and standards at any time; compliance with amended policies and standards is required.

If compliance with this standard is not feasible or technically possible, or if deviation from this standard is necessary to support a business function, SEs shall request an exception through the CISO. Details regarding the exception process and the Exception Request Form can be found in ITS Policy, [NYS-P13-001, Information Security Exception Policy](#).

6.0 Definitions of Key Terms

Except for terms defined in this policy, all terms shall have the meanings found in <http://www.its.ny.gov/glossary>.

7.0 Contact Information

Submit all inquiries and requests for future enhancements to the policy owner at:

Build Center
Reference: ITS-S24-001
NYS Office of Information Technology Services
State Office Campus, Building 12, Room BD14,
1220 Washington Ave, Albany NY, 12203
Telephone: [518 485 0022]
Email: WPSBuildCenter@its.ny.gov

ITS policies, standards, and guidelines may be found on the Inside Edge at: <https://its.ny.gov/policies>

8.0 Revision History

This policy document should be reviewed consistent with the requirements set forth in [NYS-P08-002 Authority to Establish State Enterprise Information Technology \(IT\) Policy, Standards and Guidelines.](#)

Date	Description of Change	Reviewer
08/22/2024	Issued standard	Ron O'Bryan, Inside Support Services

9.0 Related Documents

[NYS-P23-001 International Access to NYS Systems or Data Policy](#)

ITS-P21-001 - Workplace Computing Device

International Travel Kit - Information a Traveler must know (Kit insert)