



Office of Information Technology Services

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Office of Information Technology Standard	No: ITS-S16-004
ITS Standard: Web Browsers – Development and Software Support	Issued: 11/29/2023
	Issued By: NYS Office of Information Technology Services Owner: Chief Technology Office

1.0 Purpose and Benefits

Web Browsers are the primary access tool and user interface of modern technology systems. This standard will identify the Web Browsers that must be supported by software that is developed or procured by the NYS Office of Information Technology Services (ITS).

2.0 Authority

*Section 1 of Executive Order No. 117*¹, issued January 2002, charges the State Chief Information Officer with overseeing and supervising the management and operations of the Office of Information Technology Services (ITS). *Section 102(2) of the State Technology Law* gives the Director of ITS responsibility for the administration of ITS. 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 policy document applies to ITS and its employees (including full-time, part-time, and temporary employees), contractors, consultants, volunteers, interns, and ITS supported agencies (“Client Agency”).

¹ All references to Executive Order 117 refer to that which was originally issued by Governor George E. Pataki on January 28, 2002 and continued by Executive Order 5 issued by Governor Eliot Spitzer on January 1, 2007, Executive Order 9 issued by Governor David A. Patterson on June 18, 2008, Executive Order 2 issued by Governor Andrew M. Cuomo on January 1, 2011, and Executive Order 6 issued by Governor Kathy Hochul on October 8, 2021.

4.0 Information Statement

4.1 Web Browser Clients

Web Browser clients (“browsers”) enable users to access content and applications, either on the internet, or via secure connections to NYS application assets. ITS selects browsers to support based on consistency with industry-based standards, security considerations, and best practices.

Applications that require browsers must be validated to function appropriately with supported browsers. Application development, support, and design processes should take appropriate considerations for all supported browsers.

The list of supported web browser clients may be periodically revised based on new technical requirements, evolving technology, and industry standards.

4.2 Supported Web Browser Clients

The following browsers are supported. All browsers are supported for the Current Stable Release and the Previous Stable Release.

- Google Chrome
- Microsoft Edge
- Apple Safari
- Mozilla Firefox

5.0 Compliance

This standard shall take effect upon publication. Compliance is required with all enterprise 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, an exception must be obtained. Please see the [NYS-P23-002: Technology Exception Policy](#) for more details. This request must include an assessment of the actual browser support levels in relation to target support levels (Section 4) as well as a remediation plan/timeline.

6.0 Definitions of Key Terms

Except for terms defined in this standard, 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 standard owner at:

Chief Technology Office
Reference: ITS-S16-004
NYS Office of Information Technology Services
State Capitol, ESP, P.O. Box 2062
Albany, NY 12220
Telephone: (518) 402-7000
Email: CTO@its.ny.gov

Statewide technology policies, standards, and guidelines may be found at the following website: <https://its.ny.gov/policies>

8.0 Revision History

This policy should be reviewed consistent with the requirements set forth in [ITS-P24-003 Process for Establishing Information Technology Policies, Standards and Guidelines](#).

Date	Description of Change	Reviewer
10/08/2017	Issued standard	Chief Technology Office
11/29/2023	Updated scope and section 4	Chief Technology Office

9.0 Related Documents
