

New Jersey Department of Transportation  
Bureau of Research

## Technical Brief



### Contractor Supplied Device Best Practices Review and Survey

*The performed research was designed to provide NJDOT Bureau of Research with a comprehensive understanding of the use and management of contractor supplied devices (CSDs). This information includes best practices regarding state DOT management of CSDs, including administrative procedures and contractual mechanisms, how information on CSDs is managed and securely stored, how information transmitted between CSDs and in-house information management systems and file servers, where and how CSDs are used by NJDOT staff, and how data and information stored on CSDs is transmitted to and archived by NJDOT during the project closeout process.*

### Background

CSDs play an important role in the day-to-day operations of NJDOT staff. Consisting of multiple devices used in office and field settings, CSDs are used at all stages of NJDOT projects and operations. Given a limited supply of devices and technology to cover a range of statewide projects and operations, reliance, to a certain extent, on contractors to supply this equipment is a necessity. The fact that these devices are owned by independent contractors however, presents multiple complexities regarding how data, used for NJDOT purposes is managed, as well how these devices are managed and allocated. The purpose of this document is to better understand best practices in CSDs are managed by other State DOTs, as well as how CSDs are utilized by NJDOT staff.

### Research Objectives and Approach

The goal of this research was to provide NJDOT with a comprehensive understanding of the use and management of CSDs. The largest objectives were to determine ongoing best practices amongst other state DOTs, as well as how NJDOT staff utilize and manage CSDs in their own work environment and how they feel about the entire process. Based on these results, the research sought to pave the way for future NJDOT efforts to develop a roadmap entailing optimal CSD management procedures.

The research team accomplished this through:

- A best practices review of administrative procedures and contractual provisions used by other states to manage CSD hardware and software as well as information that resides on CSDs.
- A 40-question survey distributed to all NJDOT staff regarding how CSDs are utilized in the work environment.
- An in-depth analysis of survey results.

- A final report detailing the results of the research activities.

## Findings

The research team determined that contractor supplied devices are necessary in the NJDOT work environment. However, there isn't aren't a strict set of guidelines regarding CSD management. The following findings are a result of these efforts:

- CSDs are necessary given limited supply and functionality of NJDOT-supplied devices.
- Policies regarding the use and management of CSDs vary noticeably across state DOTs.
- Some DOTs permit third parties VPN access, while others don't.
- Security best practices are evident and include anti-virus software installment and enforcement, restricted VPN access and project close-out procedures.
- Most NJDOT staff have not sought technical support for technology devices.
- NJDOT staff do not appear to have a preference for whether devices are supplied by NJDOT or a contractor.
- At the national level, there is limited information available regarding CSD best practices.

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A final report is available online at: <http://www.state.nj.us/transportation/refdata/research/>.  
If you would like a copy of the full report, send an e-mail to: [Research.Bureau@dot.state.nj.us](mailto:Research.Bureau@dot.state.nj.us).

**Contractor Supplied Device Survey**  
**NJDOT Research Report No: NJ-2017-002**