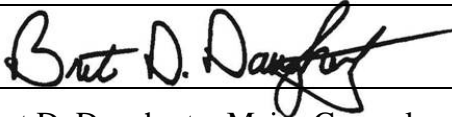




Department Policy No. IT-307-05

Title:	Use of Mobile Telecommunication Devices
Former Number:	05-006-05
Authorizing Source:	RCW 42.52 (the Ethics in Public Service Act) WAC 292-110-010, Use of State Resources OCIO Policy 191 Cellular Device Policy
References:	Washington State Ethics Board: - Advisory Opinions 00-03 , 00-03A and 05-01 - "Frequently Asked Questions" - use of state resources (http://www.ethics.wa.gov/RESOURCES/FAQ.htm) IT-306-05
Information Contact:	Chief Information Officer Building #20B (253) 512-7575
Effective Date:	December 9, 2005
Mandatory Review Date:	October 1, 2019
Revised:	October 1, 2015
Approved By:	 Bret D. Daugherty, Major General The Adjutant General Washington Military Department Director

Purpose

Establish policy for the assignment, use, and monitoring of Washington Military Department (WMD) state-issued mobile telecommunication devices; including cell phones, smartphones, air cards, satellite phones, and similar wireless access devices.

Clearly define the appropriate use of these state resources to ensure WMD business is conducted as economically and efficiently as possible, and to:

- Establish WMD requirements for the request, approval, assignment, and return of mobile telecommunication devices; and
- Establish guidelines and responsibilities for the use, management, and monitoring of WMD issued mobile telecommunication devices.

Scope

This policy applies to WMD state employees, including members of the Washington National Guard who are issued state mobile telecommunication devices.

Definitions

Mobile Telecommunication Device: A small-sized telecommunication device that may have a display screen, touch input or a keyboard, and/or data storage capability and issued accessories. Examples include cellular or satellite phones, and wireless access devices with charger and covers.

Mobile User: Any WMD staff assigned a WMD state-issued mobile device.

Policy

A. Requirements for Issuing, Managing, and Returning Mobile Devices

1. Device Approval:
 - a. Mobile telecommunication access is provided for official state business use and is made available to employees in positions where the associated benefits justify the additional operating costs.
 - b. Positions that have a justifiable business use for requesting mobile telecommunication access must meet one or more of the following criteria:
 - i. Employee's job requires field work or travel where landline phones and/or internet are inaccessible or inefficient;
 - ii. Employee's job requires immediate or on-call availability; Employee needs a mobile telecommunication device for work-related safety, security, or other emergency reasons;
 - iii. Employee's job requires real-time communication, including email; or
 - iv. Other requirements as defined and documented by the agency and as agreed to by the supervisor and employee. (Requires a memo to the Chief Information Officer (CIO) for approval.)
2. Device Assignment:
 - a. The WMD IT Telecommunications Supervisor is responsible for inventory of mobile devices and collection of the Mobile Telecommunication Device Authorization and Agreement (Appendix 1) before issuing the device to the mobile user.
 - b. When a mobile telecommunication device is issued by the WMD IT Telecommunications Manager:
 - i. The device should be assigned to an individual staff member.

- ii. If the device is being issued to a work group, an individual within the work group shall be assigned responsibility for the device.
- c. No employee may have multiple data plans, unless they have been identified as an individual assigned to a shared mobile telecommunication device requiring a data plan.
- d. Divisions are responsible for keeping usage logs for shared workgroup telecommunication devices. These logs will allow users to check a device in and out and can be referenced in monitoring activities.

3. Monitoring Device Use

- a. The WMD will monitor the use of WMD-issued mobile telecommunications devices. The TAG may authorize seizure of a state-issued mobile device at any time to fulfill the WMD's mission and ensure the appropriate use of WMD resources.
- b. The WMD IT Telecommunications Manager is responsible for managing and retaining public records related to mobile telecommunication device usage including, but not limited to, billing and usage records.
- c. The WMD IT Telecommunications Manager will work in coordination with WMD Division Directors to monitor monthly billing statements and usage reports to identify: employee eligibility, potential abuses, usage overages, proper billing and enforcement, and potential savings.
- d. The WMD IT Telecommunications Manager is responsible for reporting any potential abuse or misuse of a state-issued mobile device to the employee's Division Director and the WMD CIO.

4. Device Return:

- a. The mobile user must immediately notify their supervisor, and the WMD IT Telecommunications Manager in the event of damage to a mobile telecommunication device.
- b. The employee must return state mobile telecommunication device(s) and accessories to the WMD IT Telecommunications Manager when the employee leaves a position or is no longer an authorized mobile device user.
- c. Mobile service will be immediately cancelled upon the return of a mobile telecommunication device. Once the mobile service is cancelled, and public records on the device are captured, then the contents of the device must be "wiped".

5. Lost or Stolen Devices:

- a. The employee must immediately notify their supervisor and the WMD IT Telecommunications Manager in the event of a lost or stolen mobile telecommunication device.
- b. Divisions are responsible for reporting the cancellation of mobile

service to the WMD IT Telecommunications Manager upon employee notification of the lost or stolen device.

B. General Use, Records, and Security Guidance:

1. The employee in possession of a WMD state-issued mobile telecommunication device is responsible for the proper use of the device. Issuance of a cellular, satellite, and/or wireless access device requires a Mobile Telecommunication Device Authorization and Agreement (Appendix 1). Use of any WMD state-issued mobile device must be in accordance with all existing RCWs, WACs, state and agency policies, and state security standards regarding the appropriate use of state resources and communication devices: including, but not limited to, those listed in the Authorizing Source section of this policy and any applicable IT standards and policies.
2. The nature of carrying a mobile telecommunications device does not imply an employee is on standby status.
3. All contents of a WMD state-issued mobile telecommunication device including call, usage, billing, and data records; photos; and any personal data on the device are deemed as public records. These records may be subject to records retention requirements, public disclosure requests, litigation hold, review, or audit. Employees should not expect privacy on WMD state-issued mobile telecommunication devices and communications. Additionally, mobile device activity and transmissions may not always be secure.
4. The physical security of WMD state-issued mobile telecommunication devices is the responsibility of the authorized employee and must be kept in their physical presence whenever possible. WMD state-issued mobile telecommunication devices that can access state resources must not be left unattended in view of the public and locked in an enclosed area when stored.

Appendix A - Mobile Telecommunication Device Authorization, Request and Agreement

Business Need

Agencies must ensure state-owned mobile telecommunication devices (cellular, satellite, or wireless internet devices) and service plans are necessary for business needs, and continue to improve the purchasing, assignment, and monitoring of mobile telecommunication devices and service plans. The issuance of a state-owned mobile telecommunication device must be based on one or more the following job requirements (mark all that apply):

- Employee's job requires field work or travel where landline phones and/or internet are inaccessible or inefficient;
- Employee's job requires immediate or on-call availability;
- Employee needs a mobile device for work-related safety, security, or other emergency reasons;
- Employee's job requires real-time communication, including email; or
- Other requirements as defined and documented by the agency and as agreed to by the supervisor and employee. (Requires a memo to the Chief Information Officer for approval.)

Device Request

- Cellular Only Cellular with Wi-Fi Hot Spot
- Wi-Fi Hot Spot Only Satellite Phone

Request details: (Accessories, Device type, Service type, etc.)

Date needed: _____ Charge code (no splitting): _____

Usage Agreement

- I agree to have the mobile telecommunication device available for the performance of my work responsibilities. At a minimum, this means the device must be in my possession and for cellular devices, turned on during my assigned work hours to receive phone calls, access voice mail, and send and receive electronic mail. Specific details related to my availability during non-traditional hours will be determined by me and my supervisor based on the unique circumstances of my position.
- I understand and will comply with state and federal laws and all policy conditions and requirements as described in this policy, including, but not limited to:
 - o Records requests and records retention;
 - o All state and agency security policies and procedures, including the potential wiping of my device if lost or stolen, or too many attempted password attempts;
 - o Possible review or audit of mobile data and information; and
 - o Possible device surrender if subject to public records request or litigation hold.

Employee's Name: _____ Contact number: _____

Employee's Signature _____

Position _____ Date _____

Approval

By this signature, I acknowledge the following:

- The employee is authorized to use a mobile telecommunication device for state business purposes.
- I understand and agree to all policy conditions and requirements, including my agency and position responsibilities.
- The charge code listed is correct and authorized for requested devices/services.

Approving Manager: _____ **Contact number:** _____

Manager's Signature: _____

Position _____ **Date** _____

Division Director's Signature: _____ **Date** _____

Submit form as attachment via <http://servicedesk/>

(Following areas to be completed by WMD IT Telecommunications)

Device(s) issued: Mark all that apply and indicate model, serial number, accessories, retail value & phone number.

Cellular

Model: _____ IMEI: _____ Tag #: _____

Phone #: _____ Turned in: _____ (with accessories)

Wireless Access Device

Model: _____ IMEI: _____ Tag #: _____

Phone #: _____ Turned in: _____ (with accessories)

Satellite

Model: _____ IMEI: _____ Tag #: _____

Phone #: _____ Turned in: _____ (with accessories)

Date Issued: _____

If not provided directly to employee, indicate who device(s) was/were delivered to:

Signature of recipient: _____

*Original to WMD IT Telecommunications Manager
Copies to employee and supervisor or section file.*

** When device(s) is/are returned, indicate date and provide another copy to employee.