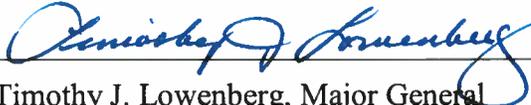




## Department Policy No. IT-303-04

<b>Title:</b>	SCAN Plus Cards and SCAN Number Use
<b>Previous Number:</b>	00-032-04
<b>Authorizing Source:</b>	RCW 42.52.070, State Ethics Law WAC 292- 110-0 10, Use of State Resources
<b>References</b>	Washington Military Department: Human Resources Policy - HR-207-03 MIL FORM 602, SCAN Service Requesting Form Title 17, United States Code (Copyright Act) Governor's Executive Order 00-02 (Computer Software Piracy)
<b>Information Contact:</b>	Chief Information Officer Building #20B (253) 512-7575
<b>Effective Date:</b>	November 24, 2004
<b>Revised:</b>	June 15, 2012
<b>Mandatory Review Date:</b>	June 15, 2016
<b>Approved By:</b>	 Timothy J. Lowenberg, Major General The Adjutant General Washington Military Department Director

### Purpose

This policy provides guidance regarding use of the telephone access systems to prevent fraud, waste and abuse. For long distance calls, the Washington State Department of Information Services manages its own State Controlled Area Network (SCAN) and provides contracted telephone credit card service (SCAN Plus) for authorized users.

### Scope

This policy is applicable to Washington Military Department (WMD) state employees, including members of the Washington Air National Guard and Washington Army National Guard who use SCAN or SCAN Plus services.

### Definitions

1. SCAN - State Controlled Area Network. This is the telephone system used throughout state and local government that allows the state or other jurisdictions

to have a reduced cost for long distance telephone calls. It is managed by the Department of Information Services.

2. SCAN Access Number - This is a seven digit number issued by the WMD's Telecommunications Officer to the authorized employee for access to the SCAN network. When dialing long distance calls on the government telephone system, once the long distance number has been dialed, the system will add a dial tone where the SCAN access number will be entered. This will track the call for billing purposes.
3. SCAN Plus – Is a contracted telephone credit card service. When employees are placing long distance calls from locations that are not part of the state SCAN network, then the "credit card" has a number that allows the employee to tap into the SCAN network and place calls. The use of the credit card still reduces costs to the state versus a "regular" long distance charge. The SCAN Plus card is issued to a specific employee and all calls are tracked for billing purposes.

## **Policy**

SCAN or SCAN Plus services are to be used to conduct WMD business only.

1. Division Directors may delegate, in writing, the authority to authorize requests for SCAN or SCAN Plus services to appropriate (WMS) or Division Directors shall notify the Telecommunications Supervisor, in writing, of all authorized designees.
2. Division Directors are responsible for identifying the SCAN access needed for appropriate users. SCAN access will be restricted to the following calling areas depending on job duties;
  - Washington only
  - Pacific Northwest (WA, OR, D, MT or CA)
  - 48 States
  - 50 States and Canada
  - International
3. Direct SCAN dialing should be used for placing long distance calls from telephones, facsimiles, and modems connected to the SCAN system (such as Olympia, Seattle, and Yakima, etc.). Placing calls on the SCAN system can be done from most state and local government offices. The SCAN code user does not have to be at his/her desk to use the SCAN code.
4. SCAN Plus cards should always be used to place long distance calls (for business purposes only) from telephones and modems not connected to the SCAN system.
5. SCAN Plus credit cards will not be issued for group use on facsimiles or computer generating facsimiles.

6. SCAN authorization numbers will not be issued for group use except as noted below under Responsibilities/WMD Telecommunications Supervisor, Deputy Chief of Staff Information Manager - Telecommunication Systems (DCSIM-TS) (e).
7. An authorized person shall not share these privileges with any unauthorized person. If the authorized person is found to have shared the SCAN numbers or SCAN Plus card with an unauthorized person, they will be held accountable for their actions.

## **A. Responsibilities**

### 1. Employees shall:

- a. Be issued a SCAN card and SCAN number when deemed necessary by their chain of command. The cards and numbers are considered confidential information and are not to be shared with anyone.
- b. Use the SCAN system only for official WMD business, except as specified below:
  - i. Make brief SCAN personal telephone calls in the event of a personal or family emergency.
  - ii. One brief SCAN call per day at the WMD's expense to their residence when away from home and office on official WMD business or are required to work overtime on short notice. The WMD recognizes the importance of employees' well being and emergency access to home.
  - iii. A brief call is defined as less than five (5) minutes.

### Employees shall not:

- a. Use WMD telephones to call long-distance SCAN from their office unless it is official business or as noted above in 1.b. (i), (ii), and (iii) above.
- b. Share with anyone the SCAN card and SCAN number. The cards and numbers issued to each employee are considered confidential and must not be used by anyone other than the assigned employee; that employee will be held responsible for any unauthorized use.

### 2. Division Directors shall:

- a. Review the content of this policy and explain its importance to ensure that unauthorized used is prohibited.
- b. Ensure new employees receive an overview of this policy prior to using a SCAN card and SCAN card number.
- c. Review and recommend approval for exceptions to this policy to the WMD CIO.

3. Unit Managers shall:

- a. Ensure that the SCAN usage report is reviewed monthly by the appropriate division staff. This review helps ensure that the telephone SCAN usage is compliant with the policy and calls are being charged appropriately.
- b. Notify the Telecommunications Supervisor / DCSIM-TS immediately if calls are discovered that are placed by people who do not have appropriate access to an employee's SCAN authorization code or card.
- c. Notify the State Finance Office and the Telecommunications Supervisor / DCSIM-TS immediately when an employee resigns using MIL FORM 602 so that SCAN Plus cards can be collected and SCAN access numbers deactivated.
- d. Submit MIL FORM 602 when requesting or deleting SCAN authorization numbers and/or SCAN Plus cards.

It is the responsibility of each Division Director or their designee to secure additional emergency SCAN Plus cards in a safe place, preferably locked, where only one or two people have access to the cards.

4. Department Telecommunications Supervisor / DCSIM-TS:

- a. Issue and track all Departmental SCAN cards.
- b. Issue and track all SCAN access codes/numbers.
- c. Provide the monthly SCAN billings to each division for review.
- d. Notify appropriate chain of command in writing for further investigation and action if, in reviewing SCAN billings, abuse is discovered or suspected.
- e. Shall not authorize group use of SCAN numbers without adequate, documented justification from the Division Director and through monthly review of billings.

**B. General Information**

1. Every effort should be made to call other Department of Defense sites using the Defense Switch Network (DSN), if available. SCAN should be used, when DSN is not available.
2. Originating SCAN or SCAN Plus numbers will be deleted from the heading format on facsimiles and computer generating facsimiles.
3. Be aware that using the SCAN Plus credit card system costs the WMD more than if the employee uses the SCAN access codes for placing long distance telephone calls.

### **C. Disciplinary Action for Noncompliance**

Violations of this policy may result in disciplinary action, up to and including termination from state employment. In addition, there may also be separate actions against an employee for violation of the state's ethics laws such as letters of reprimand, fines, civil actions, and criminal prosecution.

**This policy will be reviewed by the Information Technology Review Board (ITRB) on an annual basis or as needed. The ITRB will recommend changes and updates to the Executive Management Team (EMT).**