



North Carolina Department of Environment and Natural Resources

POLICY

Section: Secretary's Office
Subject: Use of Mobile Electronic Communications Devices
Approve By: DENR Assistant Secretary for Information Technology

Number:

Eff. Date: 9/1/2011

Revised:

1. Objective:

This policy is put forth as a requirement to comply with HB 200 Section 6A.14(a) for Use of Mobile Electronic Communications Devices. The purpose of this policy is to provide direction and guidance to DENR Divisions and Offices for the management of mobile communication devices and related services. Mobile devices are devices with mobile access plans purchased or subscribed from a non State entity for (voice or data) connection. Devices examples include cell phones, personal digital assistants (PDAs), air cards, Blackberries, wireless cards, PIX devices associated accessories, etc. Related services include device service plans, push-to-talk, and global positioning systems.

2. Policy:

The Department of Environment and Natural Resources (DENR) recognizes that certain job functions require that an employee be accessible when remotely assigned, away from assigned work location, during times outside scheduled working hours, and/or during times of emergency. For this reason, ITS will provide mobile communication equipment to select employees. While this need for mobile technologies exists, DENR must also remain attuned to the costs associated with providing that technology to its employees.

It is the policy of DENR that all State-provided mobile communications devices are used primarily for official State business and in a safe, cost effective manner consistent with applicable laws and regulations. Divisions and/or Offices can provide mobile devices for business users who fit the justification criteria outlined in this policy. Approval and authorization of the purchase and use of these devices must be approved by the Division or Office Director.

Any Division or Office using such devices must submit an approved list including the justification for each device to the DENR Office of the Controller and DENR ITS. Each Division or Office using such devices must also submit usage and cost report monthly to DENR Office of the Controller.

DENR reserves the right to investigate the origin of any calls, text messages or data downloads not readily apparent to be business-related in order to facilitate the monitoring of compliance with this Policy. All usage records related to any mobile communications devices issued by Divisions of DENR or through ITS constitute state records subject to N.C. Public Records Act (N.C.G.S. 132).

The use of personal mobile communication devices for state business will open any such devices and all applications to discovery in accordance with the public records law.

Reference: Office of State Budget and Management, State of North Carolina Budget Manual 5.10.5 Mobile Telephones



North Carolina Department of Environment and Natural Resources

PROCEDURE

Section: Secretary's Office
Subject: Use of Mobile Electronic Communications Devices
Approve By: DENR Assistant Secretary for Information Technology

Number:

Eff. Date: 9/1/2011

Revised:

1. Objective:

This procedure outlines the actions necessary to comply with the department's Uses of Mobile Electronic Communications Devices Policy.

2. Procedure

A. Device assignment requirements including:

1. A written statement justifying the official State business need for each mobile device.
2. Written, signed acknowledgement by the employee assigned the mobile device indicating awareness and acceptance with the provisions of the MDS Statewide Policy and Agency MDS Policy.
3. Written approval for each device assignment by the agency head or designee.

Note - The form provided at the end of this document should be used to capture the justification, employee acknowledgement, and agency head approval of the Mobile Devices and Services.

B. Administrative requirements:

1. Reimbursement to the State for excessive personal calls. Personal calls are reasonable if:

- Limited to important personal or family matters, or emergencies
 - Call time and frequency of personal calls are kept to a minimum
 - There is no adverse impact on employee performance
 - A call reasonably cannot be made outside work hours or on a personal device
2. Termination of service, including return of the device to the agency telecommunications coordinator or designee, and notification to the service provider.
 3. Supervisor notification and replacement of lost, stolen or damaged equipment.
 4. Resolving invoice discrepancies with the service provider.
 5. Maintaining an inventory of equipment. Typical devices and accessories to be inventoried include, but are not limited to:
 - Mobile devices, (personal digital assistants (PDAs), air cards, mobile phones (including “smart phones”), wireless cards, PIX devices associated accessories, etc.).
 - Accessories including, but not limited to: chargers, spare batteries, carrying cases, vehicle mounting hardware, and hands-free equipment
 6. Effective September 1, 2011 all DENR divisions will submit all invoices for mobile devices and service plans to the DENR Office of the Controller (OOC), Accounts Payable Section, for payment. Division fiscal officers should follow OOC procedures for submitting these invoices.

C. Guidelines and rules:

1. The approval process must be documented and state:
 - The business purpose for having mobile devices and internet access.
 - Approval from the Division or Office Director, who will determine whether or not an employee’s job requires use of mobile service based on the **business purpose**. He/She will also determine the amount of additional cost to the Division or Office approved for each employee is the least expensive level which will accomplish the job.
 - The Divisions Business and/or Budget Officer are responsible for determining the budgetary impact of adding additional devices and services.
 - Any changes to the additional cost must be documented and attached to the original approval documentation.
2. All DENR Divisions will annually review documentation to ensure that a business purpose continues to exist and that the cost is still appropriate in order to accomplish the job and match job requirements. Termination of the mobile device is required if the business purpose no longer exists and is the responsibility of the Division of record for the device.
3. On a quarterly basis starting September 1st, staff will be subject to random review of the mobile device users assigned to ensure that devices are primarily used for business purposes. These reports will be published and provided to the Legislative Oversight Committee by October 1, 2011 and quarterly thereafter.

4. Based on Section 6A.14(a) of Session Law 2011-145, the Department must report the following information on a quarterly basis to the Legislative Oversight Committee:
 - Changes to agency policy on the use of mobile devices.
 - The number and types of new devices issued since last report.
 - The total number of mobile devices issued by the agency.
 - The total cost of mobile devices issued by the agency.
 - The number of each type of mobile device issued with the total cost for each type
5. Use of mobile devices must be in compliance with applicable laws, regulations, and executive orders.
6. All DENR issued mobile devices must be secured using a password or other password protection. Passwords must be reset. Default Passwords are not allowed. Automatic lockout must be enabled for 5 or fewer minutes of inactivity. All users are expected to have read, understand and follow all DENR policies, including Acceptable Use and Email. In accordance with those policies, mobile devices are to be used in a responsible manner for work-related purposes.
7. Divisions or Offices are to monitor service plans and device usage for cost effectiveness to include:
 - Ensuring that the most economical service plans are used
 - Recovering devices from employees who no longer need them
 - Certain calls shall be limited to essential use only including:
 - Operator assisted calls
 - Credit card calls
 - Directory assistance (411)
8. Device usage is permitted in the event of emergencies. Dial 9-1-1 or other local emergency numbers in case of fire, traffic accident or medical emergencies.
9. In addition to the requirements of any section of this policy, employees shall use safe practices while driving, for example: Mobile Devices and Services
 - Whenever practical, pull over and park to make or answer a call
 - Limit call time and make calls only when you are stopped or before pulling into traffic
Whenever practical, pull over and park to make or answer a call
 - Tell the person with whom you are speaking that you are driving
 - Assess traffic and weather conditions, only make or answer calls when conditions are safe; suspend calls in heavy traffic or harsh weather conditions

Employee Acknowledgement of Agency Mobile Devices and Services (MDS) Policy

User Information	
Employee name:	
Agency name:	
Street Address:	
Justification / Business Need for the Device:	
Device Information	
Manufacturer:	
Model:	
Serial number:	
Telephone Number:	
Agency inventory number:	
Accessories issued with the Device:	
Service Provider Information	
Service Provider:	
Account number:	

I have received a copy of the Mobile Device and Services (MDS) DENR Policy and if applicable the Division MDS Policy. I agree to abide by the requirements of these policies and understand that failure to do so may result in revocation of the mobile device. I assume full responsibility for the proper care and usage of the mobile device, and understand that if equipment is lost, damaged or stolen, I may be personally responsible for cost reimbursement to the State. I understand that I may be legally responsible for any liability associated with usage of the mobile device.

Print Name

Signature of Employee

Date

I authorize the assignment of this mobile device to the employee identified above and certify that this request is in compliance with the State of North Carolina Department of Environment and Natural Resources and Division or Office specific Policy.

Print Name

Signature of Division or Office Director

Date