

12.05 Information Technology Services: Mobile Telephones and Mobile Communication Devices (MCD) Issuance and Monitoring

Purpose: The Office of Information Technology Services (ITS) recognizes that certain job functions require that an employee be accessible when remotely assigned, is away from assigned work location, during times outside scheduled working hours, or during times of emergency. For this reason, ITS will provide cellular or mobile communication equipment to select employees. While this need for cellular technologies exists, ITS must also remain attuned to the costs associated with providing that technology to its employees.

The Cellular Equipment Policy's intent is to strategically align specific cellular provided technologies to the roles and responsibilities of employees who have a job related need for mobile cellular technology.

Reference: Office of State Budget and Management, State of North Carolina Budget Manual 5.10.5 Mobile Telephones
State of North Carolina, ITS Contract Number: 915A

For More Information: ITS Fiscal Services

Scope: This policy applies to all ITS employees and contractors who are issued state owned cellular equipment.

Policy:

ITS will assign cellular equipment to employees and contractors on the basis of job related need and costs. Cellular equipment is issued for business use only. The State Budget Manual stipulates that no personal calls shall be made on mobile telephones except in case of emergency, determined by the agency. Costs will be managed and both employees and managers have direct responsibilities to adhere to the procedures outlined below.

ITS reserves the right to investigate the origin of any calls not readily apparent to be business-related in order to facilitate the monitoring of compliance with this Policy. All usage records related to any cellular equipment issued by or through ITS constitute state records subject to N.C. Public Records Act (N.C.G.S. 132).

Definitions:

Service plan level - A contract or service agreement by a vendor to provide cellular based communication service at a contractually stipulated monthly charge for a fixed number of minutes beyond which additional charges will accrue.

Cellular equipment – ITS provided cellular telephones, wireless telephones that transmit communication via tower antennas, cellular data transmission/receipt equipment, mobile communication devices and radio-cellular telephones.

Business-related calls - Calls necessary to conduct ITS official business.

Cellular equipment life cycle - The normal and expected life cycle for cellular equipment is one year from date of activation.

Responsibilities:

Division Head or Designee - Approval authority for cellular equipment, services and contracts when ITS is the official billing entity. Review monthly cellular equipment bill provided by Cellular Equipment Coordinator. Budget all funds to pay monthly cellular equipment and services bill. Approve or deny employee cellular equipment assignment.

Supervisors - Review E-billing for detailed cellular charges. Notify employees who have not met policy expectations, including charges needing to be reimbursed.

ITS Employees - Review charges forwarded to them by division head or supervisor. Within 30 days of notification by division head, employee will reimburse ITS for personal charges as required. Note: Both out-going and in-coming calls may generate charges.

Comply with ITS cellular equipment policy as written. This policy enforces all cellular equipment and services contractual terms and conditions entered into by the State of North Carolina and ITS.

Employees shall whenever possible utilize a landline phone and avoid incurrence of cellular usage charges.

Employee should consider safety concerns while using a cell phone while traveling. ITS recommends against the use of a cell phone while driving.

Camera phones should only be used in accordance with ITS security and confidentiality policies.

Employee is responsible for notification to cellular equipment coordinator for loss, damage, operational problems and return equipment when leaving ITS employment.

Cellular Equipment Coordinator - Receive and process new phone equipment and service orders. Receive monthly bill from cellular equipment service providers. Parse bill by divisions and identify deviations from established policy. Receive and process new phone equipment and services and additions, deletions and modifications to Cellular Equipment and Services.

Fiscal Accounts Payable - Pay Cellular equipment and services bills from ITS or Cellular vendor.

ITS Fiscal Staff - Periodically audit and review cellular equipment policy and procedures and perform spot checks for adherence.

Procedures:

ITS-provided cellular equipment, voice, and data plans shall be managed at the agency level to maximize the cost efficiencies of scale with each of the cellular service providers consistent with state and ITS negotiated service contracts

All ITS-provided cellular equipment is to be requested via the Remedy Ticketing Process through the ITS Cellular Equipment Coordinator and processed by the Cellular Equipment Coordinator or assistant. No division is authorized to acquire ITS cellular equipment independently.

When receiving the ITS cellular equipment, the employee and approving party (Division Head, Section Manager) is required to sign a "statement of receipt and responsibility for ITS cellular equipment"

ITS recognizes that cellular equipment needs will vary by employee, therefore ITS Cellular Equipment Coordinator will administer several plans from which the division can recommend as most appropriate and economical to the department.

It will be the responsibility of the ITS Cellular Equipment Coordinator to approve the plan that best meets the employee's needs at the most economical cost to the department. A cellular equipment life cycle minimum of one year shall be observed with allowances for equipment failure replacement. A minimum of two cell phone options will be available under the state contract:

- Cell phone – staff who need phone access while away from office location during business hours or on-call.
- Smart phone - staff who need both cell and application access while away from office location during business hours or on-call.

Type of cell phone equipment for cell and smart phones will be determined quarterly or as needs arise by Voice Services Product Manager, ITS cellular service owner, and Unified Communications product manager.

The ITS Cellular Equipment Coordinator should monitor and adjust plans and/or equipment as appropriate should needs change and also to ensure ITS is participating in the most cost efficient plan (i.e. not paying for too many unused minutes, or early equipment upgrades) based on input from ITS Cellular Service Owner. ITS Cellular Equipment Coordinator will communicate cellular plan changes with the affected individual or their manager prior to implementing changes.

Within 30 days of notification by division head, employee will reimburse ITS for personal charges as required. Employee will write a check to ITS for any non business charges.

Enforcement

All ITS cellular equipment is the property of ITS and as such may be removed from the employee's possession at any time. Abuse of ITS cellular equipment privileges may result in loss of ITS cellular equipment privileges and/or personnel action.

Revision History

Approved: April 25, 2011

Effective: April 27, 2011