

NORTH CAROLINA CREDIT UNION DIVISION POLICY

Title: Mobile Electronic Communication Devices Policy

Effective Date: 8/31/11

Overview

The Credit Union Division (Division) recognizes that certain job functions require that an employee be accessible when remotely assigned, away from assigned work location, or during times outside scheduled working hours. For this reason, the Division will provide mobile electronic communication devices to select employees for whom access to a mobile electronic communication device is a critical requirement for job performance. While the need for mobile electronic communication devices exists, the Division must also remain attuned to the costs associated with providing that technology and the General Assembly's mandate that the device provided and the plan selected must be the minimum required to meet the identified requirement. All Division employees who request mobile electronic communication devices must confirm that they are aware of and understand this policy. Written justifications for each device issued will be maintained on file and reviewed annually. The Division's Administrative Officer will administer the Mobile Electronic Communication Devices Policy.

Purpose

The intent of the Mobile Electronic Communication Devices Policy is to strategically align specific mobile electronic communication provided technologies to the roles and responsibilities of employees who have a critical job related need for such technology. This policy establishes the criteria and procedures for the issuance of mobile electronic communication devices. This policy supplements the NC Office of State Budget & Management Budget Manual (Section 5.10) and implements directives contained in Session Law 2011-145 (Section 6A.14.(a)).

Definitions

Business-related calls - Calls necessary to conduct official business for the Division and the State of North Carolina.

Mobile Electronic Communication Devices – All cell phones, wireless telephones that transmit communication via tower antennas, cellular data transmission/receipt equipment, and radio-cellular telephones, mobile internet access devices and evolving mobile electronic communication devices or any other devices governed by the Federal Communications Commission under Title 47 of the Code of Federal Regulations.

Mobile electronic communication device life cycle – The normal and expected minimum life cycle for mobile electronic communication devices of all types is no less than 2 years from date of activation.

Mobile Electronic Communication Device Request Form – Standardized request form that will be submitted by individual staff members or a supervisor on behalf of an employee or employees through

their supervisory chain to request mobile electronic communication devices, and associated service plans as well as request an upgrade to approved devices or plans. This form is also used to acknowledge approval/disapproval of initial requests/upgrades. This form contains a Statement of Receipt and Responsibility section that must be completed at the time devices are issued for all approved requests.

Service plan level - A contract or service agreement by a vendor participating in the state's term contract to provide mobile electronic communication based service at a contractually stipulated monthly charge negotiated for a fixed unit of usage beyond which additional charges will accrue.

Roles and Responsibilities

Administrator or Designee – Review their employee's request for mobile electronic communication devices and approve only those requests that meet a critical job requirement and ensure that the device and plan are the minimum required to meet the requirement. Designate a Mobile Electronic Communication Device Coordinator. Approve monthly bill for services and budget funds to pay for mobile electronic communication devices and services charges. Notify employees who have exceeded monthly service plan costs or exceeded incidental personal use threshold and implement corrective action.

Division Employee – Comply with this policy and review accuracy of monthly charges associated with their device(s), unless it is a flat rate, unlimited usage plan. Within 30 days of notification, employee will reimburse the Division for personal charges as required. However, personal use is not permitted except as noted in this policy.

Administrative Officer - Provide Division approval/disapproval for Mobile Electronic Communication Device Requests and maintain a file of all requests. Submit quarterly reports to the General Assembly. Periodically review Mobile Electronic Communication Devices Policy, perform spot checks for adherence, and notify Administrator or Designee of any exceptions.

Place orders for all mobile electronic communication devices and service plan modifications that have received Division approval. Cancel service for separated employees. Receive, distribute and coordinate review of monthly bill for services. Manage the Telecommunications Services and Computer Services Invoice interface with the Office of Information Technology Services (ITS) and pay approved invoices for mobile electronic communication devices and service plans.

Policy

The Division will provide Division owned mobile electronic communication devices and service plans to those employees for which the Division deems the devices are a critical requirement for job performance and which have been provided for under the provisions of this policy. Examples of justification of devices and associated plans as a critical job requirement that management will consider in determining if a mobile electronic communication device will be issued, include but are not limited to:

- Member of Division Senior Staff or other critical decision maker.
- Employee's position requires that more than 50% of work on a monthly basis is

conducted away from the employee's duty station and the employee is required to be contacted on a regular basis. Teleworking cannot contribute to the 50% threshold.

- Employee's position includes designation as on-call status outside of normal work hours.
- Employee monitors/ administers mission critical information systems or operational support during non-business hours.
- Employee's position requires the employee to be immediately accessible to frequently make critical state business decisions outside of normal working hours where delay of such decisions would have significant negative impact on agency's mission.
- Safety requirements dictate that having mobile electronic communication capability is an integral part of performing job duties.

Division provided mobile electronic communication devices, voice, and data plans shall be managed to maximize the cost efficiencies with mobile electronic communication service providers consistent with State negotiated service contracts. Each mobile electronic communication device and associated plan must be requested using a Request Form. All requests must be made for devices and plans offered by the approved state contract for such devices/services. Once approved by the Administrator or Designee, approved orders must be processed by the Division. No Division employee is authorized to acquire mobile electronic communication devices independently without expressed written or electronic final approval as specified in this policy. When receiving approved mobile electronic communication devices, the employee must complete the Statement of Receipt and Responsibility section of the request form.

Recognizing that mobile electronic communication device needs will vary, the state administers several service plans from which the Division can choose as most appropriate and economical to meet the minimal critical job requirements of its employees. A mobile electronic communication device life cycle minimum of 2 years shall be observed with allowances for replacement of device is that failure due to no fault of the user.

The Mobile Electronic Communication Device Coordinator will monitor and adjust plans as appropriate as usage needs change to ensure the Division is participating in the most cost efficient plan (i.e. not paying for too many unused minutes, taking advantage of pooled minutes, or early equipment upgrades). Any device or service plan changes must be approved by the Administrator or Designee.

The Division recognizes that it is difficult to limit the use of mobile electronic communication devices to 100% business use; however, State Policy stipulates that, "no personal calls should be made on mobile telephones except in case of emergency as determined by the Division."

In certain urgent situations employees may deem it necessary to use a mobile electronic communication device while operating a motor vehicle. However, given the dangers of driving while using a mobile electronic communication device, the Division strongly discourages this practice and encourages drivers to use these devices only while safely parked.

Employees shall whenever possible utilize a landline phone when less expensive than mobile electronic communication usage charges.

This policy enforces all mobile electronic communication device and services contractual terms and conditions entered into by the State of North Carolina or the Division.

All mobile electronic communication devices and associated accessories must be recycled when they reach the end of their life cycle. Devices should be returned to the Division's Mobile Electronic Communication Device Coordinator so that it can be recycled in accordance with current state policies governing recycling. Prior to recycling, any information stored on the device must be deleted to include the removal and destruction of any internal data storage (i.e. SIMMS card) that can be removed without damaging the device.

In accordance with current Office of State Budget and Management policy, if an employee uses his/her personal mobile telephone in conducting state business, the employee can be eligible for reimbursement. In order for the Division to reimburse the employee, the employee must indicate on his/her telephone bill the reimbursable call(s), individuals called, the nature of the call(s) and submit the telephone bill to their supervisor for approval. If the supervisor approves the call(s) as state business related, the Division will reimburse the actual billed cost of the call(s). The Division requires that any request for reimbursement be submitted on a travel claim within 30 days of date of providers bill.

Enforcement

All Division mobile electronic communication devices are the property of the Division and as such may be removed from the employee's possession at any time with or without cause. The Department of Commerce's Information Resource Access Memorandum of Understanding documents that the State reserves the right to monitor employee's text messages, and log all network activity, including e-mail, with or without notice, and users should have no expectation of privacy in the use of mobile electronic communication devices or any other state-owned technology devices used by the employee.

Abuse of Division mobile electronic communication device privileges, upon the discretion of the Administrator or Designee, or immediate supervisor can result in loss of Division mobile electronic communication device privileges. Inappropriate use of any mobile electronic communication devices, computers, or other electronic devices may result in formal disciplinary action, up to and including dismissal.