

University System Office Telecommunications Policy for Wireless Devices and Long Distance Usage

1.1 Wireless Communications Devices

General Guidelines

It is the responsibility of the University System Office to implement procedures to effectively use communication services and equipment at the lowest possible cost. With the rapid growth in wireless communication devices (WCDs) being used for both personal and business reasons, it is essential the System Office appropriately evaluate their applicability to improved business operations and approve and monitor their business use where appropriate. WCDs for purposes of this policy include, but are not limited to: cellular or PCS phones, blackberries, personal digital assistants with connectivity, two-way radios (traditional and trunked-technologies), and pagers. By contrast, cordless telephones, headsets and other devices not subject incremental usage charges are not included.

Guidelines for Acquisition and Use

A System Office assigned WCD/ cellular telephone and service may be an appropriate resource to conduct business when it is demonstrated an employee cannot perform his or her duties without a WCD/cellular telephone or that improved performance ensuing from WCD/cellular telephone service will justify the investment. The System Office is responsible for:

- Specifying authorized and unauthorized uses of wireless or mobile devices (Use of 411, 511, 900, 976 numbers should only be used in emergency situations);
- Maintaining the approval justification for each WCD/Cellular phone device and service issued or approved;
- Documenting procedures for processing reimbursement for business use of personal WCD or cellular telephones and;
- Maintaining an inventory of wireless devices in shared pools and individually-assigned, by type.

The inventory of WCDs maintained shall document, at the very least, each individual device type, the service provider for such device, and the assignee (individual user or most granular organizational unit in the case of shared/pool devices). Such inventory must be kept current and made available for inspection by Internal Audits or any authorized external agency.

Criteria for Determining Need

A WCD/a cellular telephone service may be acquired for an employee where communications needs cannot be met with other available alternatives such as a paging device, a radio, or standard telephone equipment and funding is available to support the acquisition. Examples of conditions under which a WCD/cellular telephone devices and service may be obtained if these criteria are met include the following:

- A WCD/cellular telephone is required to directly enhance an employee's job responsibility of protecting the physical safety of the general public;
- A WCD/ cellular telephone is required for an employee to respond better to environmental emergencies;
- A WCD/cellular telephone is required for additional protection for the employee in potentially hazardous working conditions;

- A WCD/cellular telephone is required for an employee cannot adequately meet communications needs with other available alternatives such as a paging device or a radio;
- A WCD/cellular telephone is required for on-call personnel required to respond to critical system failures or service disruptions;
- A WCD/cellular telephone is required for employee that has frequent travel or job requires the employee to remain mobile within multiple buildings or sites;
- A WCD/cellular telephone is determined to be the most appropriate means of responding to emergencies or to achieve business efficiencies and;
- When cost savings are realized as a result of combining or eliminating an employee' landline or services.

The division head of employees seeking WCD/telephones is to initially determine the business needs and select an appropriate airtime package that meets these needs from an approved contract. If the division head determines that the request is warranted then a request for approval is to be sent to the appropriate Senior Vice Chancellor and the System CIO.

Once approval is granted in the case of cellular service, call activity is to be reviewed on a monthly basis to ensure that the appropriate airtime bundle (minutes per month) has been selected and that no additional charges were incurred due to personal usage. (calls, text messaging, downloads) If a manager identifies any non-reimbursed personal calls, which have not been reported by the affected employee, the department will collect the cost of such call(s) from the employee and take any appropriate disciplinary action.

Personal Usage

WCD/Cellular phones assigned to System Office staff members are *PRIMARILY for official business use*. While incidental personal use is reasonable in order to prevent the employee from carrying two devices, this use should not result in additional charges to the System Office. If a personal emergency arises that requires the extended or extensive use of the WCD/cell phone to make personal calls, the staff member is to notify their department head or supervisor and reimburse the System Office for those calls that create additional charges. Reimbursement to the System Office for any WCD/cellular call for personal use should be sent to the Business Office, along with a copy of the annotated bill noting the personal call and cost.

Ordering and Payment Administration

The following ordering and payment processing options shall be used for all WCDs/cellular phones issued for positions meeting the requisite criteria. The Business Office will procure WCD/cellular telephone services via OIIT approved agreements available to System Office employees. These agreements may be via State Contract or University System Contract. In special circumstances, services may be obtained from any carrier that best meets the needs of the System Office.

a) System Office WCD/Cellular Telephones and Service

Only designated officials may enter into contracts on behalf of the System Office, and any actual contracts should be forwarded for review and signature using existing procedures; any contracts signed by an unauthorized employee are in effect, **personal obligations** of the employee.

The Request for Wireless Communication Devices/Cellular Telephone Service form should be completed by the division director and submitted to the appropriate Senior Vice Chancellor and the CIO for approval.

The Request for Wireless Communication Devices/Cellular Telephone Service Form is Attached as Appendix A (*In Development*)

b) Method of Reimbursement for State Usage on Personal Devices

The acceptable method of reimbursement is use of a formula to determine the per unit of usage charge for calculating the reimbursement rate for business related communications.

- Business related communications made using minutes or measured service **within** a user's pre-paid service plan shall not be reimbursed.
- Business related communications made using minutes or measured service in **excess** of the pre-paid service plan are reimbursable.
 - When a business related communication occurs over and above the pre-paid service plan's limit, the state will reimburse at the actually accrued per minute charge billed by the service provider. The state will reimburse for roaming, long distance or other applicable charges for business related purposes.
 - Employee may be reimbursed for personal calls made using minutes or measured service in excess of the pre-paid plan **but only to the extent required to offset business related communication minutes or measured service within a user's pre-paid service plan.**

The spreadsheet form for reimbursement is included as Appendix B.

Right to Monitor Communications and Right to Privacy

The System Office reserves the right to investigate, retrieve and read any communication or data composed, transmitted or received through voice services, online connections and/or stored on its servers and/or property, without further notice to employees, to the maximum extent permissible by law. Express notice to employees stating that there is no right to privacy for any use of System Office telecommunications equipment and services should be included in the assignment form granting access to Institute WCDs/cellular telephones and/or services.

1.2 University System Office Long Distance Telephone Usage

Overview

It is the policy of the System Office that the use of its long distance telephone services is limited to official System Office business. Further, State law precludes System Office employees from using State resources for personal gain or benefit.

Personal use is prohibited.

Unofficial Calls

Long distance calls other than those of an official System Office business are to be charged to home telephones or personal telephone calling cards. In rare instances where special circumstances are present and unauthorized long distance calls are made on departmental telephones, the following steps are to be taken:

- The employee and the Business Office are to work together in identifying unofficial long distance calls;
- The Business Office will obtain reimbursement from the employee for the cost of all unofficial long distance calls;

If an employee has terminated employment with the System Office, the department may have an invoice issued to the former employee through the Business Office, or reimbursement may be withheld from the employee's final paycheck.

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Appendix A

Request for Wireless Communication Devices/Cellular Telephone Service
(Under development)