



**ADMINISTRATIVE PROCEDURES**

<b>TITLE: Cellular Telephones and Data Devices</b>		<b>PROCEDURE #: 703-A</b>
<b>DEPT: Information Technology</b>		<b>DIVISION:</b>
<b>EFFECTIVE DATE:</b>	<b>REVIEWED:</b>	<b>REVISED: 10/13</b>

**OBJECTIVE:** To establish a procedure for the request, distribution, use, management, reimbursement and disposition, of cellular telephone and data devices and services.

**REFERENCE:** Policy #703 Cellular Telephones and Data Devices

**POLICY STATEMENT:** This policy establishes guidelines for the use of county-assigned cellular telephones and data devices, i.e. Blackberry devices, iPhone, tablets etc., (cellular device), in Marion County by all county officials, employees, and volunteers and for the reimbursement of business use of personal cellular telephones and/or data devices. It is the policy of Marion County that all county equipment be managed and used to conduct the business of the county in a safe, efficient, and cost-effective manner. In no instance will employees receive a cellular telephone or data device as part of a compensation plan. All departmental policies must meet the minimum standards set forth in this policy.

**APPLICABILITY:** All elected officials, employees, and volunteers who use cellular telephone and/or data devices for county business or who receive reimbursement for the business use of their personal cellular telephone and/or data device.

**PROCEDURES:**

1. Personal Cellular Telephones and Data Devices Monthly Allowances:

Monthly allowances for personal cellular telephones and data devices are set by the Information Technology Department (IT) to conform to generally available cellular telephone and data usage plans. Monthly allowances are:

- Category 1 \$15.00 cellular telephone only
- Category 2 \$30.00 partial use of data plan (mid- to low-data access utilization)
- Category 3 \$50.00 cellular telephone and data plan (heavy data access utilization)

- 1.1. No allowance will be paid when an employee is in an unpaid leave status or non-work status.
- 1.2. All employees receiving or requesting to receive a monthly allowance for personal cellular telephones and data devices must complete the Marion County Cellular Telephone Allowance Request Form for submission to IT. The form requires supervisor and departmental approval. The form is available on the IT Intranet web site.
- 1.3. Monthly allowances shall be cancelled by an elected official and employee by completing



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a Marion County Cellular Telephone Allowance Cancellation Request Form. The form is located on the IT Intranet web site.

- 1.4. The amount of monthly allowance may be adjusted by the Information Technology Department and will be reflected in revisions to this procedure. The Information Technology Department will review the amount of monthly allowances annually.
2. See Appendix A for Procedure for Requesting, Receiving, and Returning a Cellular Telephone and/or Data Device.
3. See Appendix B for Process Activity Detail Chart.
4. All elected officials, employees and volunteers in possession of a county-owned cellular telephone and/or data device must complete and submit the Cellular Telephone or Data Device/Service End User Agreement. Requests for new equipment and/or services will require a signed, acceptable Cellular Telephone or Data Device/Service End User Agreement prior to delivery. The Cellular Telephone or Data Device/Service End User Agreement is Attachment A.
5. All elected officials and employees requesting an allowance for use of their personal cellular telephone and/or data device must also complete and submit the Cellular Telephone or Data Device/Service End User Agreement (Attachment 1). Requests for services will require a signed, acceptable Cellular Telephone or Data Device/Service End User Agreement prior to service.
6. Departments with “pool” cellular telephones shall establish controls to account for who has the telephone and when the person is authorized to use it. “Pool” cellular telephones shall be assigned for specific, limited periods such as during on-call assignments, travel, or other special work-related events.
7. Responsible Party:  
Department heads will annually review cellular telephone usage and allowances within his or her department to ensure appropriate device assignment and reimbursement. The Information Technology Department will compile and analyze the departmental cellular telephone and data device usage information and prepare an annual report to the board of commissioners within six months after the close of the fiscal year.

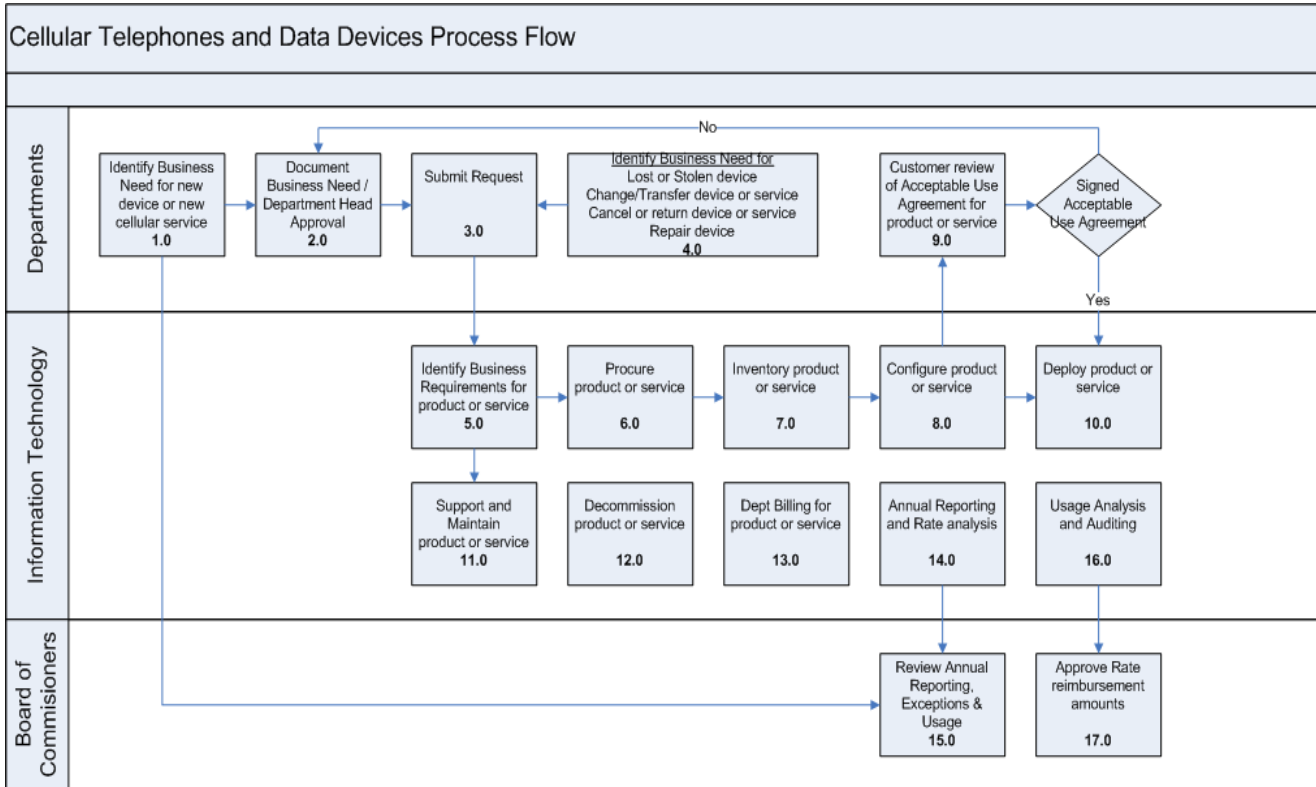
Appendix A - Procedure for Requesting, Receiving, and Returning a Cellular Telephone and/or Data Device

Appendix B - Process Activity Detail Chart

Attachment A - Marion County Cellular Telephone and Data Device End User Agreement form

APPENDIX A

Procedure for Requesting, Receiving, and Retuning a Cellular Telephone and/or Data Device





APPENDIX B

Process Activity Detail Chart

Step	Role	Process Activity Detail	Deliverable
<b>1.0</b> Identify Business Need for new device or cellular service	End User or Department Responsible Party	Identify need for cellular phone, data device or service. Describe the specific requirements that are needed, and any constraints that might exist	Document and submit request for department head approval.
<b>2.0</b> Document Business Need / Department Head Approval	Department Head	Review and approve the documented needs and associated county benefits that will result from the cellular phone or data device/services being requested.	Cellular phone or data device/service request with Department Head approval signature.
<b>3.0</b> Submit Incident RFC	End User or Department Responsible Party	Enter request for cellular phone or data device/service in the IT incident tracking tool using the template	Submitted incident monitor request
<b>4.0</b> Identify need for change in cellular phone/data device or service	End User or Department Responsible Party	Identify change for cellular phone, data device or service. Describe the specific requirements that are needed, and any constraints that might exist <ul style="list-style-type: none"> <li>• Mandatory Reporting for lost or stolen devices</li> <li>• Broken or Repair requests</li> <li>• Returning or decommission requests</li> <li>• Discontinue service request</li> <li>• Upgrading device request</li> <li>• Product or service inquiries</li> <li>• Adding or removing applications</li> <li>• Transfer responsibility request</li> <li>• Help or Training request</li> </ul> <b>Proceed to Step 3 to submit change request</b>	
<b>5.0</b> Identify Business Requirements for Product or Service	IT	Solicit all business requirements, provide information about products or services available and seek to select the best alternatives. Seek agreement from end user of selection of product or service and send the end user agreement form (Step 9.0)	Updated Incident Monitor ticket with all the information supporting the procurement of product or service.
<b>6.0</b> Procure Product or Service	IT	Negotiate and procure product or service	Product or service contract, purchasing documentation.
<b>7.0</b> Inventory Product or Service	IT	Add the Product or Service to the Inventory for tracking	Updated Inventory



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<b>8.0</b> Configure Product or Service	IT	Configure the product for customer needs and for security requirements. Perform any other necessary activities for setup, backup and tracking of product.	Modified device meeting MC standards, and tracking mechanism.
<b>9.0</b> Customer review of Acceptable Use agreement	End User or Department Responsible Party	Review the end user agreement and policy for cellular phone or data device/service. Acknowledge the agreement with signature and provide the original to Department Head for filing and provide an electronic version as an attachment to RFC	Signed end user agreement filed with Department Head
<b>10.0</b> Deploy Product or service	IT	Provide end-user with product or service. Review setup, and any ongoing activities that are required. Review expectations on end user agreement. Send signed end user agreement to HR for filing in personnel folder.	End user acceptance of deployed device or service
<b>11.0</b> Support or Maintain Product or Service	IT	Evaluate change requirements, research alternatives and provide end-user with alternatives for decision. Update Asset Inventory, if necessary	Updated Inventory reflecting change Updated Incident monitor request
<b>12.0</b> Decommission Product or Service	IT	Cancel service, return product with vendor Update inventory	Updated Inventory reflecting change
<b>13.0</b> Department Billing for Product or Service	IT	Provide department billing for associated devices and services	Report Billing
<b>14.0</b> Annual Reporting and Rate Analysis	IT	Analyze vendor pricing every year and recommend appropriate cost for review and approval by BOC	Proposed Rate Changes
<b>15.0</b> Review Annual reporting Exceptions and Usage	BOC	Review usage, exceptions and audit findings. Adjust policy or procedure or process products to remedy any findings or risks.	Usage, exceptions and audit findings report
<b>16.0</b> Usage Analysis and Auditing	IT	Review and Analyze usage, exceptions and audit findings for the year. Develop report for review by BOC	Modified Policy Products
<b>17.0</b> Approve Rate Reimbursement Amounts	BOC	Review and approval rate analysis for compensation (as needed).	Approved Rate Changes



Attachment A

**Marion County  
Cellular Telephone and Data Device End User Agreement**

**The purpose of this document is to define expectations for the use of cellular telephone and data devices and services including, but not limited to;**

- Smart phones
- Other cellular telephones
- Electronic Tablets
- E-readers
- Portable media devices
- Portable gaming devices
- Laptop/notebook/ultrabook computers
- Wearable computing devices
- Any other cellular telephone and or data device capable of storing county data and connecting to a network

**Acceptance of this agreement is required for all cellular telephone and data devices that are provided by, or reimbursed by, the county or personal cellular telephone and data devices authorized to be connected to county network. This agreement assures compliance with Marion County Administrative Policy number 703, Cellular Telephones and Data Devices.**

**County-Issued Cellular Telephone and Data Devices**

When using a county-issued cellular telephone and/or data device, the user of such device should have no expectation of personal privacy. All data, including voicemail, images or text messages, transmitted, stored or received on county cellular telephone or data device, provided or paid for by the county is subject to inspection and discovery. The county reserves the right to inspect such equipment, its contents, related data compilations, and Internet usage and resources as necessary for business purposes without prior notice to the employee and/or in the employee's absence.

Passwords are required on all cellular telephones and data devices and the requirement of a password does not affect the county's ownership of the electronic information or the right to inspect such information. Employees are required to provide all passwords to the relevant department head, if requested, and the county may override said passwords.

Use of a cellular telephone and/or data device to capture images, video or audio, whether included with the device or through a third-party application is strictly prohibited in the workplace, unless required by job role.

Cellular telephone and/or data device applications are provided by the county. Applications that are neither provided nor approved by the county are prohibited on a county-owned cellular telephone or data device.

Cellular telephone and data devices may need to be regularly backed-up and maintained. For those devices that do require a back up, the only acceptable method is to use a county workstation or laptop as a target device for the backup and maintenance process. It is strictly prohibited to back-up a county owned device to a non-county workstation, laptop, or device.

Users of any cellular telephone or data device must employ reasonable physical security measures. It is agreed that the device will be kept secure against being lost or stolen, whether or not they are actually in use and/or being



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carried. Lost, stolen or damaged cellular telephone and data devices must be reported within 24 hours of the incident to the Information Technology Department (IT) using the IT incident-reporting tool; otherwise, the end user will be held responsible for any charges or damages associated with data loss. If deemed appropriate, IT will remotely wipe the device to protect access to county data.

IT reserves the right, through policy enforcement and any other means it deems necessary, to limit the ability of end users to transfer data to and from specific resources on the enterprise network without proper approvals and business requirements. .

End Users will make no modifications to the hardware or software that change the nature of the device in a significant way (e.g. replacing or overriding the operating system, jail breaking, rooting) without the express approval of IT.

Cellular telephone and data devices must be returned when employment with the county ends or upon request by supervisor.

### **Use of Personal Cellular Telephone and Data Devices:**

Connecting a personal cellular telephone and/or data device to the county network requires department head or elected official approval.

IT may install software on a personal mobile device in order to support configuration, ongoing management, tracking and remote “wiping” if lost or stolen. IT will not support hardware or software issues on personal devices.

Although IT does not directly manage personal cellular telephone or data devices purchased by an employee, users are agreeing to adhere to the same security protocols when connected to non-county equipment. Failure to do so will result in immediate suspension of all network access privileges to protect the county’s network and/or data.

If an employee leaves Marion County employment, IT will be notified by the department at least 24 hours in advance in order to disable all remote access to county data.

By using your personal cellular telephone and/or data device for county business, you acknowledge that your device may be subject to inspection and/or discovery.

\_\_\_\_\_  
Cellular Telephone or Data Device User Name (print)

\_\_\_\_\_  
Department

\_\_\_\_\_  
Cellular Telephone or Data Device User Name (signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head or Elected Official (print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Director Signature

\_\_\_\_\_  
Date

October 2013