



## Employment Security Commission of North Carolina

Post Office Box 25903, Raleigh NC 27611-5903

Beverly Eaves Perdue  
Governor

September 30, 2011

Lynn R. Holmes  
Chairman

Mr. Mark Trogdon  
Acting Director, Fiscal Research Division  
North Carolina General Assembly  
300 North Salisbury Street, Room 619  
Raleigh, North Carolina 27603-5925

Dear Mr. Trogdon:

In accordance with North Carolina Session Law 2011-145, Section 6A.14.(a), the attached documents represents the mobile electronic communications devices reports for the Employment Security Commission.

If the ESC may be of further assistance, please let me know.

Sincerely,

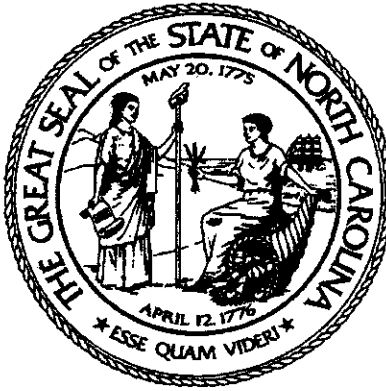
Lynn R. Holmes  
Chairman

Attachments



Employment Security Commission  
Mobile Electronic Communications Devices Report  
September 30, 2011

Agency	Type of Device	Model	Manufacturer	Number Purchased	Vendor	Contract Vehicle	ITS Contract (Y/N)	Device Cost	Monthly Cost Per Device	Total Monthly Cost for Devices	Annual Cost Per Device	Total Annual Cost for Devices
Employment Security Commission	Pager	Alphanumeric VCP BBX	USA Mobility	6	USA Mobility			0	\$ 7.07	\$ 42.42	\$ 84.84	\$ 509.04
Employment Security Commission	Pager	Numeric VCP BV2	USA Mobility	8	USA Mobility			0	\$ 4.53	\$ 36.24	\$ 54.36	\$ 434.88
Employment Security Commission	Pager	Numeric VCP BV2	USA Mobility	3	USA Mobility	NOTE: these three pagers removed effective 9/30/2011		0	\$ 4.53	\$ 13.59	\$ 54.36	\$ 163.08
	Dial-up acct	N/A	N/A	10	Earthlink	Month to Month	N	N/A	\$ 21.95	\$ 219.50	\$ 263.40	\$ 2,634.00
	Cellular	U	U	23	Sprint / Nextel	Month to Month	Y	69.99	20.50	471.5	\$ 246.00	5658
	Cellular	U	U	2	Sprint / Nextel	Month to Month	Y	69.99	102.99	205.98	\$ 1,235.88	2471.76
	Cellular	U	U	4	Sprint / Nextel	Month to Month	Y	69.99	40.99	163.96	\$ 491.88	1967.52
	Cellular	U	U	1	Sprint / Nextel	Month to Month	Y	69.99	25.63	25.63	\$ 307.56	307.56
	Cellular	U	U	4	Alltel	Month to Month	Y	0	15.33	61.32	\$ 183.96	735.84
	Cellular	U	U	9	Alltel	Month to Month	Y	0	13.28	119.52	\$ 159.36	1434.24
	Cellular	U	U	11	Alltel	Month to Month	Y	0	40.95	450.45	\$ 491.40	5405.4
	Cellular	U	U	45	Alltel	Month to Month	Y	0	30.70	1381.5	\$ 368.40	16578
	Cellular	U	U	3	Alltel	Month to Month	Y	0	40.95	122.85	\$ 491.40	1474.2
	Cellular	U	U	1	Alltel	Month to Month	Y	0	53.76	53.76	\$ 645.12	645.12
	Cellular	U	U	1	Alltel	Month to Month	Y	0	307.45	307.45	\$ 3,689.40	3689.4
	Cellular	Blackberry	U	1	Alltel	Month to Month	Y	U	87.07	87.07	\$ 1,044.84	1044.84
	Cellular	Blackberry Curve	U	1	Alltel	Month to Month	Y	U	76.82	76.82	\$ 921.84	921.84
	Cellular	Blackberry Curve	U	2	Alltel	Month to Month	Y	U	97.32	194.64	\$ 1,167.84	2335.68
	Cellular	Smartphone - PPC6700	U	1	Alltel	Month to Month	Y	U	71.69	71.69	\$ 860.28	860.28
	Cellular	Smartphone - PPC6700	U	1	Alltel	Month to Month	Y	U	81.94	81.94	\$ 983.28	983.28
	Cellular	Air Card	U	10	Alltel	Month to Month	Y	0	38.94	389.4	\$ 467.28	4672.8
	Cellular	U	U	21	Verizon	Month to Month	Y	0	35.88	753.48	\$ 430.56	9041.76
	Cellular	U	U	2	Verizon	Month to Month	Y	0	25.62	51.24	\$ 307.44	614.88
	Cellular	U	U	3	Verizon	Month to Month	Y	0	0	0	\$ 0	0
	Cellular	Blackberry Tour	U	1	Verizon	Month to Month	Y	U	94.81	94.81	\$ 1,137.72	1137.72
	Cellular	U		1	Verizon	Month to Month	Y	0	94.81	94.81	\$ 1,137.72	1137.72
	Cellular	Blackberry Tour		1	Verizon	Month to Month	Y	0	114.03	114.03	\$ 1,368.36	1368.36
	Cellular	U	U	21	Verizon	Month to Month	Y	0	28.35	595.35	\$ 340.20	7144.2
	Cellular	Blackberry Curve		3	Verizon	Month to Month	Y	0	90.96	272.88	\$ 1,091.52	3274.56
	Cellular	Blackberry Tour		1	Verizon	Month to Month	Y	0	90.96	90.96	\$ 1,091.52	1091.52
	Cellular	Blackberry Curve		1	Verizon	Month to Month	Y	0	81.99	81.99	\$ 983.88	983.88
	Cellular	Blackberry		1	Verizon	Month to Month	Y	0	106.34	106.34	\$ 1,276.08	1276.08
	Cellular	Blackberry Curve		1	Verizon	Month to Month	Y	0	32.50	32.5	\$ 390.00	390
	Cellular	Air Card		20	Verizon	Month to Month	Y	0	38.94	778.8	\$ 467.28	9345.6
										7332.67		87992.04



## Mobile Communications Device Policy And Procedures



Employment Security Commission of North Carolina  
Lynn R. Holmes, Chairman

*Employment Security Commission of North Carolina  
Mobile Communications Device Policy And Procedures*

Post Office Box 25903  
Raleigh, NC 27611-5903

## **Mobile Communications Device Policy And Procedures**

Title	<b>MOBILE COMMUNICATIONS DEVICE POLICY AND PROCEDURES</b>
Authority	<b>The Chairman of the Employment Security Commission</b>
History	<b>Original Effective Date: September 1, 2011</b>
Responsible Offices	<b>Chairman, Deputy Chairman for Administration, Director Information Systems</b>
Classification	<b>ADMINISTRATIVE SERVICES</b>

## **Mobile Communications Device Policy And Procedures**

### **I. STATEMENT OF POLICY**

The use of mobile communication devices [MCDs] can be a useful resource for Employment Security Commission ["agency"] employees to conduct agency business when they are away from their work stations. In these cases, the agency may issue state-owned MCDs to employees who must have communications access 24/7 or during their work day due to the nature of their employment duties. Many field-based employees, particularly those in regulatory and emergency response roles, encounter job responsibilities that put them in situations of potential threat to their personal safety and in need of instantaneous communication.

The agency will provide mobile communication devices and service plans to employees who require these tools to fulfill their work duties for and the mission of the agency. To the extent possible, the agency shall supply devices and services adequate to meet requirements at the least total cost. This policy is to guide agency management and employees in making clear, fair and cost effective decisions about the use and management of devices and plans.

It shall be the responsibility of the agency Chairman or designee to establish and maintain appropriate procedures governing the issuance and use of agency-owned MCD's for business and limited personal usage. Such procedures must comply with applicable laws and regulations, and any guidelines established by the North Carolina Office of State Budget and Management (OSBM).

### **II. REPORTING REQUIREMENTS**

Pursuant to Section 6A.14(a) of N.C. SL-2011-145, beginning October 1, 2011, the agency Chairman or designee shall report to the chairs of the North Carolina House Committee on Appropriations and Subcommittee on General Government, the Chairs of the Senate Committee on Appropriations and Appropriations Committee on General Government and Information Technology, and the Joint Legislative Oversight Committee on Information Technology, the Fiscal Research Division, and the Office of State Budget and Management on the following:

- (1) Any changes to agency policies on the use of MCDs
- (2) The number and types of new devices issued since the last report.
- (3) The total number of mobile devices issues by the agency.
- (4) The total cost of mobile devices issued by the agency.
- (5) The number of each type of mobile device issued, with the total cost for each type.

### **III. DEFINITIONS**

The following definitions shall be applicable under these Policy and Procedures.

**A. Mobile Communications Device**

A mobile communications device is a pager, mobile telephone, email appliance, air card, wireless personal digital assistant, or other device combining two or more of those functions.

**B. Adequate Service**

A mobile communications device service is adequate when it is sufficiently fast, convenient, and secure to allow the user to conduct agency business in an efficient manner that safeguards the integrity and security of sensitive agency information.

**C. Essential Personal Calls**

These are defined as personal calls of minimal duration and frequency that are essential to allowing the employee to continue working and cannot be made at another time or from a different telephone. Examples of essential personal calls are calls to arrange for unscheduled or immediate care of a dependent or a family emergency, to alert others of an unexpected delay due to a change in work or travel schedule.

**D. Supervisor**

A supervisor is the head of the department in which the employee works, or that individual's designee. When this is ambiguous, the appropriate work unit supervisor should be consulted for clarification.

**E. Temporary Loan**

Agency-owned mobile communications devices may be loaned to employees for temporary use. An example of such use could include when an employee is traveling on agency business. In that instance, the employee may keep an agency-owned device in his or her possession for the duration of the trip, but must return it to the agency promptly at the end of the travel period.

#### **IV. RESPONSIBILITY FOR ISSUANCE OF MCDS**

An employee's supervisor will determine the need for an employee's business use of a MCD and shall submit a Service Request for the Information Systems Division [hereinafter IS] to recommend the option that fits the employee's expected MCD business use. Final authorization must be approved by the employee's division director and the Chairman of the Employment Security Commission or the Chairman's designee. Approved authorizations will be reviewed and updated on an annual basis by appropriate management.

#### **V. ISSUANCE OF MCDS**

In accordance with this Policy, the following procedure will determine how MCDs are supplied to employees.

##### **A. Supervisory Responsibility**

An employee's supervisor will determine the need for an individual's business use of a MCD and shall submit a Service Request for IS to recommend the option that fits the employee's expected MCD business use. Final authorization must be approved by the head of the employee's division and the Chairman of the Employment Security commission or the Chairman's designee.

##### **B. Issuance of MCDs**

The Employment Security Commission may issue agency-owned MCDs to employees who are required, because of the nature of their employment duties, to have MCD access 24/7 or during their work day. Only agency business calls, text messages and data usage are permitted on agency-owned MCDs.

##### **C. Payment for MCD Usage**

Bills for usage of agency-owned MCDs are paid directly by the Employment Security Commission of NC.

##### **D. Approved Scope of Use**

###### *(1) Business Use Limitation*

Agency-owned MCDs are only for approved business and limited personal use only. Division Directors or designated work unit supervisors must retain records of all agency-owned MCDs and to whom they are assigned, and review all monthly call statements. Such information and statements will be subject to Internal Audit review and must be retained in accordance with the agency document retention policy and applicable Public Records law.

**(2) Responsible Employee Use**

Employees will not use mobile devices to conduct agency business while driving. Texting and emailing while driving are illegal according to G.S. § 20-137.4A.

**(3) Confidential and Sensitive Agency Information**

Employees will not use agency-owned MCDs to forward email that contains confidential or sensitive agency information. Employees should not store sensitive agency information in MCDs.

**E. Return of MCD upon Termination of Employment**

An employee who is issued an agency-owned MCD must return the device to his or her department/unit supervisor upon termination from employment or change of duty status.

**F. Lost Devices**

If agency-owned device is lost or stolen, the employee to whom the MCD is issued must immediately report the loss to his/her supervisor and the ESC Help Desk at (919) 733-4784.

**G. Public Records Notification**

Employees will be informed, and they must agree, that use of a personal or state-issued MCD for state business will subject them to providing MCD records to satisfy a public records request. A signed acknowledgement form will be kept on file in the appropriate division.

**VI. REFERENCES**

§6A.14(a) of N.C. SL-2011-145

OSMB Budget Manual, Sections 5.11.3 and 5.10.5

N.C. General Statute §132

N.C. General Statute §20-137.4A

State of North Carolina, ITS Contract

**VII. POLICY EFFECTIVE DATE**

This policy shall be effective September 1, 2011 on the date approved and adopted by the Chairman of the Employment Security Commission of NC.

**APPENDIX**

**EMPLOYEE ACKNOWLEDGMENT**

**State Issued Mobile Communication Device**

**Employee Name:** \_\_\_\_\_ **Supervisor:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Division:** \_\_\_\_\_

**Employee Physical Address:**

\_\_\_\_\_ **Office Phone:** \_\_\_\_\_

Street Name

**Cell Phone:** \_\_\_\_\_

City/Town/Zip Code

**Employee Acknowledgement**

- I have read and understand the Employment Security Commission of NC Mobile Communications Device policy [ESC-MCD policy].
- I understand a failure to follow the provisions outline in the ESC MCD policy may result in revocation of the MCD and may subject me to disciplinary action.
- I certify that the MCD will be used in the performance of my ESC position and work related duties as outlined by my supervisor.
- I assume full responsibility for the proper care and use of the MCD and understand if the equipment is lost, damaged or stolen I may be personally liable to the agency for the replacement costs.
- Texting and emailing while driving are illegal. I will not use the agency issued MCD while driving.
- I understand I will be required to have my MCD charged and operational at all times.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Division Director Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_