



Overview

Crime Control & Public Safety (CC&PS) recognizes that certain job functions require an employee to be accessible when remotely assigned, when away from assigned work location, during times outside scheduled working hours, or during times of emergency. For this reason, CC&PS will provide cellular equipment to select employees whose job functions meet the aforementioned criteria. While this need for cellular technologies exists, CC&PS must also remain attuned to the costs associated with providing that technology to its employees. Cellular equipment inventory and assignment will be tracked via the Enterprise Service Desk Asset Management feature (ESD). Under the direct supervision of the CC&PS Chief Information Office (CIO), the Information Services Section will administer the Cellular Equipment Policy. All CC&PS employees who are issued CC&PS cellular equipment shall acknowledge that they have read and understand this Policy.

Purpose

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. This Policy will enforce the criteria and procedures for managing costs, maintenance, training, and operations of cellular equipment and cellular services integrated to the IT infrastructure. The Policy is designed to maximize the economies of scale and minimize the fiscal impact of cellular equipment costs to CC&PS. This Policy supplements the State of North Carolina Budget Manual, Office of State Budget & Management Policy Nos. 5.10.5, 5.10.6, and 5.11.

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 - CC&PS provided cellular telephones, wireless telephones that transmit communication via tower antennas, cellular data transmission/receipt equipment, and radio-cellular telephones.

Business-related calls - Calls necessary to conduct CC&PS official business.

Cellular equipment life cycle - The normal and expected life cycle for cellular equipment of all types is 2 years from date of activation.

Asset management - Process cellular equipment and services orders into ESD and Asset Management feature for all additions and modifications to Cellular Equipment and Services.

Roles and Responsibilities

Department Head or Designee - Authorize and approve issuance of cellular equipment and procurement of services and contracts when CC&PS is the official billing entity.

Division Director or Designee - Provide justification for, and initiate approval of, issuance of cellular equipment. Review monthly cellular equipment bill received from Information Services Section for inaccuracies and irregularities. Budget all funds to pay monthly cellular equipment and services bill. Approve or deny employee cellular equipment assignment. Notify employees who have exceeded monthly service plan costs or exceeded incidental personal use threshold.

CC&PS Employee - When requested to do so, review charges forwarded to him/her by Division Director or designee. Within 30 days of notification by Division Director, employee will reimburse CC&PS for personal charges as required. Comply with CC&PS cellular equipment policy as written.





Cellular Equipment Coordinator - Receive and process new phone equipment and services orders. Place orders into Enterprise Service Desk Asset Management system. Receive monthly bill from cellular equipment service providers. Parse bill by divisions and identify deviations from established policy. Place orders with vendors for all cellular equipment additions and modifications.

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

Policy

CC&PS provided cellular equipment, voice, and data plans shall be managed at the department level to maximize the cost efficiencies of scale with each of the cellular service providers consistent with State and CC&PS negotiated service contracts. CC&PS recognizes that cellular equipment needs will vary by employee; therefore, the Information Services Section will administer several plans from which the division can choose as most appropriate and economical to the department.

The Division Director must ensure that a justification exists for each piece of cellular equipment issued to an employee of that division. The CIO and the Department Head or designee will monitor the assignment of all cellular equipment by conducting quarterly reviews to ensure compliance with department policy and cellular equipment agreements.

The CIO or Cellular Equipment Coordinator shall monitor and adjust service plans as appropriate should needs change and also to ensure CC&PS is participating in the most cost efficient plan (i.e. not paying for too many unused minutes, excessive personal minutes, or early equipment upgrades). Any equipment or service changes must be approved by the Department Head or CIO. Approved equipment and service changes will be administered by the Information Services Section.

Regardless of a calling plan's features that provide free calls during specific times of the day or week or unlimited mobile-to-mobile calls, employees should be reminded that agency-provided cellular equipment is intended for business use only. State Policy states that: *"no personal calls should be made on mobile telephones except in case of emergency as determined by the department."* The call and use records of CC&PS-issued cellular equipment may and will be reviewed by managers at any time.

Employees who are issued cellular equipment by CC&PS must acknowledge that they have read, understand and agree to the terms of this policy. Employees are also required to be familiar with and comply with the provisions of N.C. Gen. Stat. 20-137.4A prohibiting the use of cellular telephones to text or e-mail while operating a motor vehicle. Failure to adhere to the provisions of N.C. Gen. Stat. 20-137.4A will result in termination of the employees' authorization to possess and use CC&PS-issued cellular equipment and may subject the employees to disciplinary action. CC&PS recognizes that in certain urgent situations employees may deem it necessary to use a cellular phone to place a call while operating a motor vehicle. However, given the dangers of driving while using a cellular phone, the department strongly discourages this practice and encourages drivers to use cell phones only while safely parked. The department also encourages the use of hands-free devices for limited conversations.

Employees shall whenever possible utilize a landline phone to avoid incurrence of cellular usage charges or the unnecessary use of pooled minutes. This policy enforces all cellular equipment and services contractual terms and conditions entered into by The State of North Carolina and CC&PS. Division Directors may establish cellular equipment use policies that are more but not less restrictive than this Policy.

Enforcement

All CC&PS cellular equipment is the property of CC&PS and as such may be removed from the employee's possession at any time. Abuse of CC&PS cellular equipment privileges, upon the discretion of the Department Heads, Division Directors, CIO, or immediate supervisor may result in loss of CC&PS cellular equipment privileges, repayment of fees for





unauthorized or disallowed services, and/or personnel action. Periodic audits of cellular equipment usage will be done to ensure compliance with this Policy and State requirements for usage. An annual review shall be conducted to re-justify the business need for each piece of cellular equipment issued.

Supporting Information and References

State of North Carolina Budget Manual, Office of State Budget and Management Policy:

- 5.10.5, Mobile Telephones
- 5.10.6, Use of Telephone with Computer Hook-ups
- 5.11, Mobile Communication Device

State of North Carolina, ITS Contract Number: 915A

Revision History

Revision 1.0 - December 31, 2007

Revision 1.1 – January 15, 2008

Revision 1.2 – January 22, 2008

Revision 1.3 – January 23, 2008

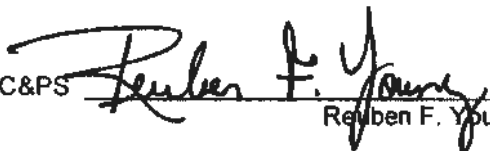
Revision 1.4 – January 31, 2008

Revision 1.5 – August 31, 2011


Revision 1.6 – September 31, 2011

Authorizing Signature(s):

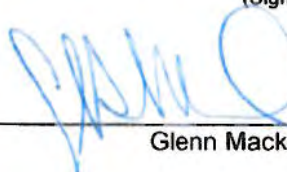
Secretary, CC&PS


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Chair, IT Governance Council


Gerald Rudisill
(Signature represents council endorsement)

CIO, CC&PS


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