

Policy Title:	Wireless Communication Devices			
Policy Number:	DHS-020-006	Version:	3.0	Effective Date: Upon Approval

Signature on File in the office of the Chief Administrative Officer _____ August 14, 2009
 Approved By: *Jeremy Emerson* _____ Date Approved

Overview

Description: A wireless communication device (WCD) includes cell phones, personal digital assistants (PDA) (i.e. BlackBerries, TREOs, etc.) and air cards. It is the intent of DHS to provide WCDs to employees who have a demonstrated need to allow them to be more efficient and perform their jobs safely. It is also the intent of DHS to minimize fraudulent use and abuse of state-owned property and to minimize expenses.

Purpose/rationale: To provide DHS employees with information on state-issued WCDs including criteria for acquiring, using and reporting lost or stolen phones.

Applicability: All DHS managers, employees and DHS volunteers who acquire or use (“WCD Users”) state-issued WCD.

Failure to comply: Failure to comply with WCD policies or other associated guidelines and procedures may result in disciplinary action, up to and including dismissal from state service.

Policy

1. General

DHS has adopted the Department of Administrative Services (DAS) minimum policy standards for WCD: <http://www.oregon.gov/DAS/OP/docs/policy/state/107-001-0015.pdf>. The information provided by this DHS policy is intended to supplement or provide additional controls or conditions for the provision of WCDs to DHS personnel.

The WCD Coordinator or delegate maintains the DHS WCD inventory, audits for appropriate statewide use, provides WCD technical assistance, generates reports as requested and directs WCD disposition process.

2. Acquiring

- a. The DHS manager shall determine the business need for employee to acquire a WCD. The manager will review all WCD policies with the employee and complete the WCD Order Form. The manager is responsible to inform WCD Coordinator of WCD User changes (e.g., work out of class, location, manager, etc.) and for reviewing invoices for appropriate use.

Considerations for state-issued WCD:

- Positions that are 'on call' for 24 hours or beyond their normal shift
 - Positions that have emergency contact, response or coordination responsibilities
 - Positions that travel or are away from their normal assigned work station as a normal part of their job
 - Investigators
 - Positions that transport children or clients, perform after-hours intake work, attend hearings or arrange visitations.
 - A pool of shared check-out WCDs to meet one of the above-mentioned requirements
- b. Ordering cell phones: All new cell phone acquisitions will go through the Office of Contracts and Procurement (OC&P) or as delegated. Managers requesting WCDs (new, replacements and upgrades) must complete a WCD order form (DHS 1496); see DHS-020-006-01, Acquiring new or replacing/upgrading wireless communication devices procedure.
- c. Ordering PDAs and similar devices: The Office of Information Services (OIS) is responsible for acquisition, activation and deployment; device standards; and device exceptions and approvals. Managers requesting WCDs (new, replacements and upgrades) must complete a WCD order form, DHS 1496; see DHS-020-006-01, Acquiring new or replacing/upgrading wireless communication device procedure.

OIS will confirm the order, obtain necessary accounting information with the authorizing manager, determine if there is an existing WCD number that needs to migrate to the new device, and inform the WCD Coordinator and the local technical coordinator that these steps have been taken so the order can proceed.

3. Use

- a. It is the policy of DHS that WCDs and all state property be used for state business only. The WCD is not to be used to make routine calls or e-mails to your home or other non-business locations, except those instances listed in the Personal Use section below.
- b. All calls to international telephone numbers (outside the U.S.) are prohibited. However, WCD users with a prior-approved business case can request international calls on their state-issued WCD on the WCD Order Form, DHS 1496.
- c. DHS staff shall not order software upgrades, download features (e.g., games, specialized ring tones), or use services (e.g., video content) on state-owned WCDs. This

prohibition applies regardless of whether the WCD has the capacity to upgrade, download or use the non-plan services. State-issued cell phones are activated without texting or Internet access capability due to information security issues based on an approved Risk Mitigation Report.

- d. If texting or Internet access on a WCD are manager-approved and position-appropriate, a PDA should be requested.
- e. It is imperative that each WCD be set up with a voicemail greeting indicating the name of the WCD User and a home office location, so that appropriate personnel can contact the User before a WCD is disconnected. After two unsuccessful attempts to contact the WCD User, the DHS WCD Coordinator may suspend the WCD service for a device that does not have a identifying voicemail message.
- f. A password is required on every WCD. A password must be added on cell phones. PDAs are password-protected at activation.
- g. E-mails and phone calls made on state-issued WCDs will be monitored on an ongoing basis. If a WCD is not used for two consecutive months, OC&P will send notification to the WCD User and the manager to assess the continued need for the WCD. This does not apply to office check-out and Emergency Preparedness WCDs.
- h. A WCD assigned to a specific User (not an office check-out WCD) must not be given to another employee to use. The assigned staff member is responsible for the care and security of the device and all activity on the device.

Personal use of state-issued WCDs:

- a. Personal use of a state-issued WCD is allowed to notify family of late arrivals and similar situations when an employee's work causes him or her to be delayed. Such calls or e-mails shall be incidental usage only.
- b. Personal use of a state-issued WCD is allowed in the event of a personal emergency. Such calls or e-mails shall be incidental usage only.

Use of personal WCDs:

- a. Use of personal WCDs for state business is limited and must be prior-authorized by completing the Approval for Personal Wireless Communication Device Use for State Business form (DHS 2006). Personal WCD use involving confidential and client information will not be authorized. Conducting state business through the use of text messaging on personal WCDs is prohibited due to information security issues.
- b. If an employee uses his or her personal WCD to make personal calls or e-mails during working hours, these calls or e-mails should be for incidental use only.
- c. Personal WCDs can not be connected to the DHS network due to security issues.

4. Lost or stolen phones:

Lost or stolen WCDs must be reported immediately after the employee has determined the WCD is lost or stolen. See DHS020-006-02, Lost or Stolen WCD procedure.

Procedure(s) that apply:

[DHS-020-006-01](#) Acquiring New or Replacing/Upgrading Wireless Communication Device

[DHS-020-006-02](#) Lost or Stolen Wireless Communication Device

Form(s) that apply:

[DHS 0050](#), Employee-Assigned-Property Tracking Document

[DHS 1496](#), Wireless Communication Device Order Form

[DHS 2006](#), Request for Use of Personal WCD for State Business

Definition(s):

Wireless Communication Device – Refer to definition provided for Personal Communications Devices in: DAS policy 107-01-2006; <http://www.oregon.gov/DAS/OP/docs/policy/state/107-001-0015.pdf>.

Incidental – Refer to definition provided for incidental in: DHS-070-004 Acceptable Use of Information-related Technology Policy.

WCD Coordinator – OC&P staff member designated to coordinate all WCD business including organizing Local Area WCD Coordinator.

Local Area WCD Coordinator – DHS staff member designated and authorized to conduct local WCD business.

Reference(s):

[DHS-30-008](#), State-Issued Phone Card Policy

[DHS-40-002](#), Employee Assigned Property Policy

[DAS 107-001-015](#) Statewide Policy, Internal Controls for the Management of Cellular-based Personal Communications Devices

Contact(s):

Name: DHS Office of Contracts and Procurement **Phone:** (503-945-5818);

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Policy History:

- **Version 3.0:**

7/31/09 (Revised) Policy moved from Facilities to Office of Contacts and Procurement, modifications to processes of using and obtaining WCDs. Procedure DHS-030-012-04 has been rescinded. DHS form 1496 is now to be used for all Wireless Communication Devices.

- **Version 2.0:**
 - 01/01/2005 (Revised)
- **Version 1.0:**
 - 08/11/2003 (Initial Release)