



# COUNTY OF EL DORADO, CALIFORNIA

## BOARD OF SUPERVISORS POLICY

|  |                                   |  |
|--|-----------------------------------|--|
| Subject:<br>Cellular Telephone/Wireless PDAs<br>(Smartphones) Policy | Policy Number:<br>A-20            | Page Number:<br>1 of 5   |
|  | Originally Adopted:<br>11/06/2007 | Last Revised Date:<br><del>08XX/17XX/2019XXXX</del> 06/06/2023 |

### I. PURPOSE

The purpose of this policy is to:

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- A. Provide uniform and consistent standards for the issuance or partial reimbursement for use of cellular telephones or mobile devices, in order for employees to meet the business needs of the County.
- B. Establish criteria for the consideration of requests for use of County-owned cell phones or mobile devices or payment for use of employee-owned cell phones or mobile devices for purposes of County business.
- C. Establish mobile security and standards to minimize the risk of data loss and exposure of sensitive information.

### II. DEFINITION OF TERMS

- A. Mobile Device - A portable computing device that: (i) has a small form factor such that it can easily be carried by a single individual; (ii) is designed to operate without a physical connection (e.g., wirelessly transmit or receive information); (iii) possesses local, non-removable data storage; and (iv) is powered-on for extended periods of time with a self-contained power source. Mobile devices may also include voice communication capabilities, on board sensors that allow the device to capture (e.g., photograph, video, record, or determine location) information, and/or built-in features for synchronizing local data with remote locations. Examples include smart phones, tablets, and E-readers. Note: If the device only has storage capability and is not capable of processing or transmitting/receiving information, then it is considered a portable storage device, not a mobile device.

### III. POLICY

- A. Upon approval of the Department Head that an employee needs access to a cell phone or mobile device in order to meet the business needs of the organization, employees may choose between a County-owned and issued cell phone or mobile device or receive a stipend to cover a portion of the costs for their personal cell phone or mobile device.



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B. Employees who choose to receive a taxable ~~cell phone~~ allowance instead of a County-issued cell phone or mobile device shall receive \$25.00 per pay period. ~~Cell phone a~~ Allowance rates will be reviewed every three years when this policy sunsets and be based on a portion of the average cost of Verizon and AT&T cell phone plans.

B.C. All mobile devices must follow the M365 mobile application management (MAM) policies. These policies apply to all mobile devices that connect to our M365 Tenant applications and data.

D. Mobile devices cannot be used to access Federal Tax Information (FTI).

E. County departments with their own M365 tenant (e.g., the District Attorney's Office and EDSO) are not subject to the provisions of Section IV.B (Security) and Section IV.C (Support) below. These departments must have their own security and support procedures. These departments are required to comply with and are following comparable Federal or State information security requirements imposed as a condition of their receipt of confidential and/or protected information.

#### IV. PROCEDURE

##### A. Allowance Evaluation and Approval

Department Heads are responsible for evaluating and determining what positions in their department need access to a cell phone or mobile device in order to meet the business needs of the organization. Upon making this determination, the employee assigned to that position has the option of receiving a County owned cell phone or mobile device or receiving an ~~cell phone~~ allowance. In addition, Department Heads are responsible for maintaining accountability over cellular telephones or mobile devices. The purpose of the ~~cell phone~~ allowance is to offset their ~~employee~~ costs for using their personal phone or mobile device for business use.

1. County-Owned Phones or Mobile Devices: County-owned cell phones or mobile devices issued to employees shall be used for 100% County business, with the exception of minor incidental use in regards to phone calls, text messages and data usage, and shall be purchased, maintained, and supported through direct billing to the department where the telephone or mobile device is used. Employees must immediately report any loss of, damage to, or theft of a County owned cell phone or mobile device to their Department designee. The Department shall notify County I.T. when a County-owned cell phone or mobile device is



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exchanged, lost, or stolen to address security concerns. There is no expectation of privacy in the use of the County-owned cell phone or mobile device. The Department may access the County-owned cell phone or mobile device or require it be returned at any time.

2. Personal Cellular Phones or Mobile Devices: Upon approval from the Department Head, Employees may choose to receive a taxable allowance in order to offset the costs of conducting County business. Under this arrangement the individual owner of the cellular telephone or mobile device is responsible for all costs incurred. Employees should keep in mind that any stipend received for the reimbursement of cell phone or mobile device costs is treated as taxable income. Employees receiving an allowance for their personally-owned cell phone or mobile device shall maintain active service with the phone in good working order while receiving the allowance. Employees should keep in mind that if they receive an allowance to cover a portion of the costs of their personal cell phone or mobile device, any work-related communications such as emails, photos, and text messages sent and received from the cell phone or mobile device are considered a public record under the California Public Records Act.
3. Non-exempt employees shall not conduct County business on their personal cell phone or mobile device or assigned County-owned cell phone or mobile device when not on-call or on duty.
4. Department Heads are also responsible for the following:
  - i. For County-owned phones or mobile devices, at a minimum annually, and as often as may be necessary, review and approval of supported cellular telephone usage and bills to ensure appropriate use and whether the cell phone or mobile device is needed to conduct County business, as well as to ensure cost effective rate plans are employed;
  - ii. For privately owned phones or mobile devices in which the employee receives an ~~cell phone~~ allowance, verification that the employee has an active cell phone or mobile device account on an annual basis;
  - iii. Maintaining a current listing of all active cellular telephone or mobile device accounts, both County issued ~~phones~~ as well as employees receiving an ~~cell phone~~ allowance.

### B. Support and Security



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1. County-owned ~~smartphones~~ mobile devices are subject to every element of the Board of Supervisors General Network Usage Policy A-19. ~~In addition, employees with a County-owned phone or who receive an allowance shall ensure their device has a security screen lock in place (i.e. unique pattern, PIN, password, or fingerprint) and have installed the security policies application identified/approved by I.T. Installation of the security policies allows I.T. to remotely lock or perform a factory reset on the smartphone if exchanged, lost or stolen.~~
2. All mobile devices must follow M365 mobile application management (MAM) policies:
  - i. Employees are required to use Microsoft applications.
    - a. If an employee has a business exception to use the native device applications a request must be submitted with a justification to the Information Technologies department for approval.
    - b. Native device applications on personal mobile devices cannot be used to access County M365 data.
  - ii. Employees are required to authenticate with the Microsoft Authenticator application.
  - iii. Employees are required to use Multifactor Authentication (MFA).
3. In addition, employees shall ensure all mobile devices accessing County data have a security screen lock in place.
4. Any data stored on mobile devices is not backed up.

### C. Support

1. County-Owned Mobile Devices:
  - i. Equipment purchased must meet IT Equipment Standards.
    - a. Each department is required to enroll in the mobile device program.
  - ii. IT must be informed if a County owned mobile device is reassigned to an employee by submitting an iSupport ticket.
2. Personal Mobile Device with Approved Allowance:
  - i. IT will make its best effort to support mobile devices covered by an approved allowed.
  - ii. Employees should be on the latest version to be provided the best IT support.
  - iii. IT does not support non windows laptop devices, any jailbroken devices, or android tablets.
3. Personal Mobile Devices without an Approved Allowance:



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- i. IT does not support personal devices if an allowance is not approved. Employees may install approved applications following user guides and this policy.

D. Cellular Telephone or Mobile Device Justification

Requests for the use of a County-owned cell phone or mobile device or an ~~cell phone~~-allowance must demonstrate the business need and benefit to County operations. The Department Head is responsible for determining whether a cell phone or mobile device is needed in the employee’s current position. It is the responsibility of the Department Head to ensure that if the employee changes positions and/or responsibilities, the cell phone or mobile device is still needed, and if not, discontinue the issuance of the County-owned phone or mobile device or the ~~cell phone~~-allowance.

**V. RESPONSIBLE DEPARTMENT(S)**

Information Technologies  
 Chief Administrative Office

**VI. DATES (ADOPTED, REVISED, NEXT REVIEW)**

|                           |  |                            |                   |
|---------------------------|--|----------------------------|-------------------|
| Issue Date:               | 11/06/2007                                   |                            |                   |
| Revision Date:            | 06/17/2008                                   |                            |                   |
| <del>Revision Date:</del> | <del>03/25/2008</del>                        |                            |                   |
| Revision Date:            | 08/17/2019                                   | Sunset Review Date:        | 08/17/2022        |
| <u>Revision Date:</u>     | <del>XX-XX-XXXX</del> 06/06/2023<br><u>3</u> | <u>Sunset Review Date:</u> | <u>06/06/2027</u> |