

COUNTY ADMINISTRATIVE PROCEDURES

Subject: Cellular Telephone/Wireless
PDA's (Smartphones) Procedures

No.: A-20

Date: 03/26/08

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Reference: Board Policy A-20

Introduction:

The Board of Supervisors Policy A-20 provides uniform and consistent standards for the application of cellular telephones, including devices often referred to as Smartphones (PDA's), to County business needs and to define the responsibilities of the costs of cellular telephone service.

The following procedures and forms are required to be read, completed and signed by each employee as defined in the Scope statement of Policy A-20 in departments who are requesting cellular telephones or PDAs. The forms are then approved by the department head and if required forwarded to the Chief Administrative Office and an updated PPF for the employee is generated and sent to Human Resources as outlined. The original forms are retained in the employee's departmental personnel file.

Procedure:

A. Department heads shall determine which employees in their department shall receive cellular telephone and/or wireless PDA privileges as provided in above referenced policy. The user or manager will fill out the Cellular Telephone Justification Questionnaire and submit to the department head.

B. Upon approval of a department head, an employee may be authorized to receive County cellular telephone/PDA service for work-related needs. Some of those work-related needs include, but are not limited to:

- Providing safety of self or others who may be at risk.
- Providing immediate communication with staff in the department and other agencies as required to coordinate programs or provide customer service.
- Dealing with schedule changes.
- Retrieving messages from voice mail while working outside of one's main workplace.
- Making telephone calls to clients and customers.
- Dealing with personal emergencies, including unexpected illness, car trouble, inclement weather, etc., for oneself or others while working outside of one's main workplace.
- Providing communications access for an employee whose main work locations in the field where land lines and other primary radio/telephone communications are not available.

C. Assignment: A department head who determines that an employee has need of a cellular telephone/PDA for work-related purposes will request the user to submit the Cellular Telephone Approval Form to the department head for authorization and signature along with a signed Cellular Telephone Policy Acknowledgement Form (Allowance or County-Owned). Department heads and elected officials shall submit and sign their own Approval and Acknowledgement forms.

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Upon approval, the department will then generate a new PPF for the employee indicating the approved allowance in the "Comments" area of the PPF. After the department head and employee have signed the new PPF it will be forwarded to Human Resources to be processed. The original Cellular Telephone Justification Questionnaire, Cellular Telephone Policy Acknowledgement (County-Owned or Allowance), and Cellular Telephone Approval and if device will be a cellular telephone/PDA allowance a copy of the employee's valid cellular telephone/PDA contract/service agreement will be retained in the employee's departmental personnel file.

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- D. Allowance Change: To change a cellular telephone/PDA allowance, the employee would complete a new Cellular Telephone Approval form using the Change of Service check box. The completed form along with a copy of the new cellular telephone/PDA contract/service agreement will be kept in the employee's departmental personnel file. The department will then generate a new PPF for the employee indicating the new allowance in the "Comments" area of the PPF. After the department head and the employee have signed the new PPF it will be forwarded to Human Resources to be processed.
- E. Cancellation: To cancel a cellular telephone/PDA allowance, the employee would complete a new Cellular Telephone Approval form using the Cancellation check box. The completed form will be kept in the employee's departmental personnel file. The department will then generate a new PPF for the employee indicating the cellular telephone/PDA allowance has been cancelled in the "Comments" area of the PPF. After the department head and the employee have signed the new PPF it will be forwarded to Human Resources to be processed.
- F. Replacement: Replacement or repair of the cellular telephone or PDA will normally be the responsibility of the employee who uses the cellular telephone/PDA. If the cellular telephone or PDA is lost or damaged as a direct result of County business use, the department head or designee may approve reimbursement to the employee. In the case of department heads and elected officials, the CAO may approve reimbursement.

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Usage Guidelines:

All users are expected to abide by the following usage guidelines:

- A. Review calling patterns to ensure that the current service plan meets user needs.
- B. Protect user's cellular telephone and wireless PDA's from loss, theft or damage. Report loss or theft incidents of wireless PDA's to I.T. as soon as possible for security reasons.
- C. PDA users are subject to I.T. Computer and Network Resource Usage Policies and Standards Guide enforcement management to protect the County's security, integrity and availability of the communications network.
- D. PDA users must synchronize their Lotus Notes email using the Intellisync software, with the exception of the Sheriff's office that will synchronize their Blackberries to GroupWise. This allows for better security and remote disabling should the device be stolen.

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Transfer of Service of County-Owned Cell Telephones and/or Wireless PDA's (Smartphones):

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Upon adoption of this policy, any employee, who has possession of a County-owned cellular telephone and/or PDA with an activated cellular telephone service component is authorized by the to participate in the allowance plan as provided by this policy, may simultaneously accept both the ownership of the cellular telephone and/or PDA and transfer of the service agreement if applicable and available for that cellular telephone and/or PDA from the County to himself or herself. The conditions as prescribed in Policy A-20, Section 3.B shall apply, except that the user must also comply with any I.T. directives concerning the PDA's connection to the County's server.

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An employee who chooses to take ownership of the County-owned cellular telephone and/or PDA with an activated cellular telephone service component assigned to him or her must complete and submit the Cellular Telephone Approval form to the department head for approval.

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The transfer of ownership and service for a formerly County-owned cellular telephone and/or PDA is subject to the following:

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- The user may continue service at the level currently applicable and available by the cellular telephone provider of the cellular telephone or may change or upgrade the service by contacting the service provider, however, the allowance to be paid shall not exceed the amount authorized by Policy A-20, Section 3.B, Allowance Plan.

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The service agreement or monthly statement and the acknowledgement forms will be kept in the employee's departmental personnel file.

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Issuing Department:

Approval/Concurrence by
Chief Administrative Officer:

(Signature and Date)

(Signature and Date)

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<#>The user may continue service at the level currently applicable and available by the cellular phone provider of the cell phone or may change or upgrade the service by contacting the service provider; however, the allowance to be paid shall not exceed the amount authorized by Section 3.B, Allowance Plan.¶
¶
PDA's with Activated Cell Phone Service Components: Upon adoption of this policy, any employee having possession of a County-owned PDA with an activated cell phone service component may accept ownership of the PDA upon approval of the CAO and transfer the service agreement for the PDA from the County to the employee. The conditions as prescribed in Section 3.B shall apply, except that the user must also comply with any I.T directives concerning the PDA's connection to the County's server.¶
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Cellular Telephone Justification Questionnaire

1. Which type of cellular telephone service is being requested?
 - County-Owned
 - Allowance – Occasional Cellular Telephone User – Tier C1
 - Allowance – Frequent Cellular Telephone User – Tier C2
 - Allowance – Frequent Cellular Telephone User, out of office, Remote locations – Tier C3
 - Allowance – Smartphone with Data
 - No Allowance – Connecting to County Infrastructure (only requires Department Head approval)
2. Explain why you are requesting a County-owned cellular telephone or allowance for a cellular telephone. Will emergency response or employee safety be enhanced with a County-owned cellular telephone or allowance? Please explain.
3. Describe the present system of communication and why an allowance for the use of a cellular telephone is necessary.
4. What is the average number of hours per day that your work requires you to be accessible by cellular telephone?
5. If requesting a County-owned cellular telephone, in which areas of the County will the cellular telephone be used?
6. Explain why cellular telephone usage is a necessity, rather than a convenience, for the performance of your job?
7. How many cellular telephone minutes a month do you expect will be used for County business?
8. Can the benefits of a cellular telephone or allowance be quantified? If so, please show your calculations on an attachment.
9. Other.

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Cellular Telephone Policy Acknowledgement – County-Owned

I acknowledge receipt of this policy and understand and agree that I am bound by its contents:

1. _____ (hereinafter referred to as "the user") is being granted access to a County-owned cellular telephone or PDA.
2. The user has read and understands the County's Cellular Telephone Policy.
3. The user understands and agrees that the County-owned cellular telephone/PDA will be used 100% for County business and is not for personal use.

Employee Name

Signature

Work Phone

Department

Cellular Telephone Approval

- Signed Cellular Telephone Policy Acknowledgement
- Change of Service
- Cancellation

Approved for:

- County-owned
- Tier C1 – Incidental business use of a cellular telephone (\$30.00 per month)
- Tier C2 – More than incidental business use of cellular telephone (\$40.00 per month)
- Tier C3 – Frequent User of cellular telephone (\$60.00 per month)
- Data Allowance – Frequent User (\$40.00 per month)
- No Allowance – Connecting to County infrastructure. For data plans, departments must purchase Intellisync for employee (only requires Department Head approval).

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Vendor:

- AT&T
- Verizon

Employee Name

Signature

Work Phone

Department

Approved:

Department Head

Date

Allowance for personal cellular telephone for data plans requires County Administrative Officer Approval:

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Chief Administrative Officer

Date

Cellular Telephone Number: _____

New PPF generated, signed, and forwarded to Human Resources on _____

Date