



**DEPARTMENT OF CORRECTIONS
Administration**



Title:	Telecommunications	DOC Policy: 10.1.2
Effective:	04/14/21	Supersedes: 1/4/10
Applicability:	All functional units	
Directives Cross-Reference:	Policy: 30.2.3 Employee Assigned Assets DAS Policy: 107-001-015 Internal Controls for the Management of Mobile Communication Devices 107-004-051 Controlling Portable and Removable Storage Devices	
Attachments:	Communication Device Order/Approval Form (CD 1503)	

I. PURPOSE

To establish guidelines for appropriate use and internal controls of state-owned cellular phones, telephones, personal communications devices, and fax machines.

II. DEFINITIONS

- A. Cellular Phone:** A wireless telephone that provides basic two-way voice services and (optionally) text messaging. These devices do not interface with DOC e-mail or calendar services.
- B. Land Line Telephones:** Telephone sets and soft phones that are typically found in offices, institutions and other DOC buildings, connected via cabling systems to a central phone system or connected to a VoIP system
- C. Mobile Device:** A wireless handheld device using a cellular network for voice and/or data communication including but not limited to iPhones, iPads, smart phones, tablets. Typical functions include computing, personal information management (PIM), e-mail, calendar, software applications, Internet access, and telephone service. These devices will interface with DOC e-mail and calendar services.
- D. Telecommunications:** Telephones, cellular telephones, mobile devices, telephone systems, fax machines, and other voice communication systems.

III. POLICY

A. Telecommunications

- 1. The Department of Corrections shall have a telecommunications system that is compatible with State of Oregon network configurations, responsive to agency needs and cost

effective to acquire and maintain.

2. Functional unit managers are responsible for the application of this policy to telephone systems, cellular phones, and mobile devices under their control, including monitoring usage and reviewing itemized invoices to ensure compliance with this policy.

B. Appropriate Use of Telecommunications Equipment:

1. Employees, contractors, or volunteers using any telecommunications equipment are responsible for:
 - a. All state property shall be used for state business only unless otherwise noted.
 - b. Use of Department land line telephones, cellular phones, mobile devices and fax machines for personal business shall be kept to a minimum.
 - c. Calls made to international phone numbers are prohibited unless prior approval has been authorized by management.
2. In addition, employees that have been assigned a cellular phone or mobile device must sign the Device Agreement and Statement of Responsibility page of the Mobile Device Request Form (CD1503), acknowledging they understand the restrictions on how the device may be used.
 - a. Employees are responsible for using mobile devices/cellular phones while operating a vehicle in accordance with national and state laws and ORS811 which prohibits driving while holding or using a mobile electronic device. Observe safe practices while operating a vehicle, such as using hands-free devices, letting incoming calls go to voice mail and pulling over at a safe location to read messages or use any additional device features.
 - b. State issued cellular phones and mobile devices are for state business only. Personal phone numbers should not be forwarded to the state issued phone and the state issued phone shall not be forwarded to any personal phone numbers.
3. Confidential and sensitive information contained on the mobile device should be protected during voice/data transmission and against loss if the device is lost or stolen.
 - a. If the cellular phone or mobile device is lost or stolen, the employee, contractor or volunteer is responsible for immediately notifying:
 - i. Their functional unit manager;
 - ii. DOC service Desk (for immediate suspension); and
 - iii. ITS Security Unit.
 - b. Unauthorized use may result in having to turn in the cellular phone or mobile device,

reimbursement of inappropriate use, and discipline up to and including dismissal.

- c. Mobile devices should not be joined to public Wi-Fi unless the device has an agency-issued VPN app installed. It is preferred to use cellular data or a cellular hotspot.
4. Functional units which use cellular phones (non-data, e.g.: flip phones) on a check-in/out basis shall have all employees who use the device complete the portion of the form acknowledging they understand this policy and the restrictions described above. Mobile devices that are used on a check-in/out basis must be authorized by a single individual who must complete both the user authorization form for the account and the Mobile Device Request Form for the device.

C. Criteria for Issuance of Mobile Devices

Each functional unit manager shall identify positions or types of positions requiring mobile devices. Examples of valid business reasons include:

1. Official duties require employee to be “on-call” away from their workstation
2. Official duties require employee to be away from their workstation a substantial amount of time but the employee still needs to be reachable
3. Official duties expose employee to danger
4. Official duties require employee to provide emergency or time-critical response
5. Cost of device is justified by the gain in operational efficiency
6. Official duties require employee to travel
7. While away from their workstation, the employee needs access to e-mail and calendar
8. Approved telework

D. Replacement of Desk Phone with a Mobile Device

Employees who are issued a mobile device may choose to use that device exclusively rather than using both a mobile device and a desk phone as a cost saving measure with the following considerations:

1. Employee received management approval
2. Desk phone is not needed to perform job duty (e.g.: employee is not a member of a Contact Center group or needs to be able to answer another employee’s desk phone)
3. Cellular signal is sufficient to receive calls or there is DOC Wi-Fi available for Wi-Fi calling.

E. Roles and Responsibilities:

1. Functional unit managers shall:
 - a. Complete the order request portion of the Communication Device Order/Approval Form (CD1503) and ensure the employee, contractor or volunteer meets the criteria for issuance of the selected communications equipment, and signs that they have reviewed the criteria and agree to it.
 - b. Ensure proper signatures on the Communication Device Order/Approval Form (CD 1503) and that employees, contractors or volunteers being assigned a device have read and agreed to the policy.
 - c. Forward the completed and signed (by manager and employee/contractor/volunteer) Communication Device Order/Approval Form (CD 1503) to the DOC Service Desk to facilitate proper ordering, billing, and tracking of mobile device.
 - d. Maintain a copy of all completed forms.
 - e. Review wireless carrier billing and verify:
 - i. Monthly: Appropriate employee usage of voice service and data volume
 - ii. Periodically:
 - Continuing business need of mobile devices and cellular telephones and whether employees
 - Continuing business need of “hot spots” for which an extra fee is charged whether employee uses it or not
 - f. Ensure that all upgrades to cellular phones and mobile devices are requested through the DOC Service Desk.
 - g. Add the selected communications equipment to the employee assigned property list and review the list each year.
 - h. Notify DOC Service Desk when employee’s status changes (termination, new position, promotion, etc.).
 - i. Work with Employee Services when unauthorized use of a cellular telephone/mobile device is detected.
2. ITS is responsible for:
 - a. Ordering and canceling cellular service upon receipt of the authorized Communication Device Order/Approval Form (CD 1503).
 - b. Monitoring overall plan charges and appropriateness of plans.
 - c. Maintaining an electronic copy of the Order/Approval Form.

- d. Keeping a listing of all mobile devices.
- e. Ensuring that access services for lost or stolen cell phones and mobile devices are disconnected once reported as lost.
- f. Providing monthly usage reports for review of appropriateness of activity
- g. Providing reporting and data as requested by ITS Security, institution security personnel, investigators and HR and other appropriate individuals.
- h. Provide analytical reporting to identify abuse, excessive use or other outliers.

F. Personally Owned Cell Phones

- 1. Use of personally owned cell phones in the course of state business is not subject to reimbursement by the Department. Exceptions to this policy will be on a case-by-case basis and approved by the division assistant director.
- 2. Personal cell phones that are used for state business may be subject to discovery and public records laws.

G. Use of Mobile Device Apps

- 1. Only apps approved for use by DOC may be installed and used on DOC owned mobile devices
- 2. Unapproved apps may be subject to:
 - a. Deletion; and
 - b. Discovery of personal data on DOC device.

IV. IMPLEMENTATION

All employees with a DOC cellular phone or mobile device are required to sign the Communication Device Order/Approval Form (CD 1503) acknowledging their understanding of this policy. Misuse of these devices may be referred to DOC ITS Security for investigation. This policy will be implemented immediately.

Certified: signature on file
Michelle Mooney, Rules Coordinator

Approved: signature on file
Heidi Steward, Deputy Director



Please check for the newest form at **ODOC LINKS/FORMS** on your desktop.

Please return this form to the Service Desk: DOC.ServiceDesk@doc.state.or.us

User Information

User Name: _____ Work Phone: _____
Division/Unit: _____ Location: _____

Request options (check all that apply):

Service Options	User Options	Device Options
New Line of Service <input type="checkbox"/>	User Name/Info/Location Update <input type="checkbox"/>	Device Replace² <input type="checkbox"/>
Cancel Service <input type="checkbox"/>	Change to Different User <input type="checkbox"/>	Device Lost/Stolen³ <input type="checkbox"/>
Billing Information Change <input type="checkbox"/>	This is a Check-out Device¹ <input type="checkbox"/>	Device Upgrade <input type="checkbox"/>
Create Page Contact <input type="checkbox"/>	This is an Emergency Device <input type="checkbox"/>	Device Return <input type="checkbox"/>

¹Please contact DLVoipAdmin@doc.state.or.us for instructions for Check Out Smart Phones

³Device Lost/Stolen: Date reported to DL ITS Security _____ Attach copy of e-mail to this form

Device Information

Current Information (if phone being transferred)

Mobile Device#: _____
User Name: _____
Work Location: _____
Device Type: iPhone
iPhone Color: iPhone XR - Red
Hotspot in Use?: Yes No

New Information/New Service

User Name: _____
Work Location: _____
Device Model: N/A
Add Hotspot⁴: ⁴Hot spot incurs \$5/month

NOTE:

For accessories, please use the request form located on ODOC Links on your desktop

Delivery Information

Oregon Dept. of Corrections
Ship to ATTN: _____
Address: _____
City, State, ZIP: _____

Notes: ²Describe reason for replacement or other info

Business Need for Device:

On-Call Status Travel Critical Response Productivity Emergency Other (Specify) _____

Approval & Cost Center

Program Manager Signature:

Print/Type Name: _____ Signature: _____ Date: _____

Cost Center _____

PLEASE NOTE: Request will not be processed without completed and signed agreement and statement of responsibility form.

Device Agreement and Statement of Responsibility Form

Guidelines:

- State issued devices should be used for state business, emergency situations, or to notify family members of a late arrival home due to work reasons.
- Wireless service bills will be reviewed by managers, DOC Information Technology Services (ITS), and auditors.
- Employees who are found to be abusing device privileges may be subject to disciplinary action. Abuse includes -but is not limited to- installation of unauthorized iPhone apps for personal use such as social media, messaging, entertainment, video and audio streaming or banking. ***If disciplinary action is taken, all non-DOC information (notes, personal e-mails, etc.) located on the device can be subject to investigation.***
- International calling/text plans or international travel plans are NOT included in DOC default user plans and may result in costly overages or data blocking. Please contact the DOC Helpdesk ***in advance*** of international travel or international calling/text messaging needs.
- Upon receipt of your cell phone, set up voice mail with name of user, and office location. On shared phones, set up voice mail with office location and land-line contact phone number.
- Secure your state issued cell phone/Data Device while you are not using it.
- Report all lost or stolen devices immediately to your manager and then DOC ITS via the Help Desk to be wiped, if able, and to suspend service. Also notify [ITS Security](#) via e-mail within one business day, or sooner if possible. This report shall include when the phone was last seen and any other relevant information, including police report, date/time manager notified, etc.
- While operating a vehicle, state issued devices should be used in accordance with national and state laws.
- Users should not forward state issued devices to their personal phone numbers and personal phone numbers should not be forwarded to state issued devices.
- Update to new iOS versions according to instructions sent out via e-mail when they're approved. Failure to update iOS when prompted by ITS may result in account suspension
- Any changes to device user duty station, functional unit, location or personnel must be submitted to ITS using this form.

By signing the agreement, I acknowledge that I have read and understand the DOC Telecommunications Policy 10.1.2 (http://www.oregon.gov/doc/OC/docs/rules_policies/10.1.2.pdf) and the above listed guidelines.

Employee Signature

Date

Print Name

Division & Section