



OREGON YOUTH AUTHORITY
Policy Statement
Part I – Administrative Services



Subject:

Mobile Communication Devices (Cell Phones) and Other Mobile Data Storage Devices

Section – Policy Number:

C: Property Management – 9.0

Supersedes:

I-C-9.0 (10/21)
I-C-9.0 (12/18)
I-C-9.0 (06/13)
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I-C-9.0 (02/99)

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Related Standards and References:

- Department of Administrative Services, Information Resources Management Division (DAS-IRMD), [Oregon Statewide IT Policies](#)
- Department of Administrative Services, Enterprise Information Strategy and Policy:
 - [107-001-0015](#) (Internal Controls for the Management of Mobile Communication Devices)
 - [107-004-051](#) (Controlling Portable and Removable Storage Devices)
 - [107-009-0050](#) (Sustainable Acquisition and Disposal of Electronic Equipment)
 - [107-001-016 \(Mobile Communication Device Usage While Driving\)](#)
 - [107-004-100](#) (Transporting Information Assets)
- Department of Administrative Services, Human Resources Office:
 - [50-050-01](#) (Working Remotely)
- Department of Administrative Services [Statewide Information Technology \(IT\) Control Standards](#)
- [OYA policy: 0-7.0](#) (Use of Electronic Assets and Systems)
 - I-C-2.0 (Use of State-owned Vehicles)
 - I-C-1.0 (Property Control Systems)
 - I-E-1.4 (Public Records Management)
 - I-E-2.0 (Records Retention, Destruction and Archiving)
 - I-E-2.3 (Requests for Youth Information and Records)
 - I-E-3.2 (Information Asset Classification and Protection)
 - I-E-3.3 (Information Security Incident Response)
 - II-A-1.0 (Facility Access)
 - II-A-3.1 (Youth Transports)


Related Procedures:

- None

Policy Owner:

Chief Information Officer

Approved:


Joseph O'Leary, Director

I. PURPOSE:

This policy outlines the standards for OYA staff regarding the protection of OYA information stored on mobile data storage devices and the management of state-owned mobile communications devices.

II. POLICY DEFINITIONS:

Critical Information: Information that is deemed extremely sensitive and is intended for use by named individual(s) only. This information is typically exempt from public disclosure because, among other reasons, such disclosure would potentially cause major damage or injury up to and including death to the named individual(s), agency employees, clients, partners, or cause major harm to the agency.

Limited information: Sensitive information that may not be protected from public disclosure but if made easily and readily available, may jeopardize the privacy or security of agency employees, clients, partners. OYA must follow its disclosure policies before providing this information to external parties.

Mobile Communication Device (MCD): A text messaging device or wireless, two-way communication device (cell phone) designed to receive and transmit voice or text communication, including mobile Global Positioning Systems (GPS), smart phones, and smart watches.

Mobile data storage device: An electronic device that stores data and is designed for portability (e.g., mobile communication device, laptop, USB flash drive, CD, DVD, tablet, gaming device, MCD).

Restricted Information: Restricted information intended for limited business use that may be exempt from public disclosure because, among other reasons, such disclosure will jeopardize the privacy or security of agency employees, clients, partners or individuals who otherwise qualify for an exemption. Information in this category may be accessed and used by internal parties only when specifically authorized to do so in the performance of their duties. External parties requesting this information for authorized agency business must be under contractual obligation of confidentiality with the agency prior to receiving it.

III. POLICY:

OYA has identified diversity, equity, and inclusion (DEI) as an agency priority and initiative, with a goal to build a respectful, diverse, equitable and inclusive environment for youth and staff that is free from harassment, discrimination, and bias. State-owned mobile communication device availability and use must support this initiative.

OYA physically controls and protects mobile data storage devices, and protects and manages any information stored on them. The controls protect against theft of state-owned equipment, unauthorized disclosure of information, misuse of equipment or unauthorized access to information and devices.

Generally, OYA information will be stored on the OYA network. Staff may load OYA information onto state-owned mobile data storage devices to do their immediate work. Staff may only take the amount of OYA information off-site needed to perform their duties. See OYA policy I-E-3.2 (Information Asset Classification and Protection) regarding how different sensitivity levels of information must be protected.

State-owned mobile communications devices (MCDs) may only be used for state business, however, limited incidental personal use is allowed as long as there is no or insignificant cost to the state. Only those whose job functions require use of an MCD may be issued state-owned MCDs and are authorized users for plan charges. OYA will only pay MCD plan charges for authorized users.

Mobile communication devices and mobile data storage devices issued by OYA are agency property. OYA reserves the right to investigate, retrieve, and read any communication or data composed, transmitted, or received through voice/data services, online connections, or stored on its servers or property without further notice to staff, to the maximum extent permissible by law.

Failure to comply with any provision of this policy or standards contained within may result in disciplinary action, up to and including dismissal from state service.

IV. GENERAL STANDARDS:

- A. Staff must only use state-owned and provided equipment (e.g., computers, printers, cell phones, flash drives) to conduct state business. Personal equipment must not be used to access state systems or conduct state business.
- B. When connecting a state-owned mobile data storage device to a wireless network, staff must connect to available resources in the following order:
 - 1. The secure OYA wireless access point;
 - 2. Using the “personal hotspot” feature on an OYA device, or OYA hotspot device; or
 - 3. Public wireless networks (e.g., coffee shop, hotel).
- C. Conversations and text messages through state-owned mobile data storage devices must be limited to non-restricted and non-critical information when possible. If restricted or critical information is discussed or written, staff must attempt to do so out of sight or hearing range of others.
- D. Staff must ensure the authorized mobile data storage device is password protected at sign-on.
- E. Staff must ensure the authorized mobile data storage device is locked in a drawer, cabinet, or room when not in use.
- F. Staff must ensure the authorized mobile data storage device is encrypted.

- G. Staff must ensure youth do not use or access staff MCDs or mobile data storage devices with one exception. Staff may allow a youth to use state-owned MCDs when necessary to support the youth's case plan or goals, and the staff must directly supervise the youth the entire time.
- H. OYA reserves the right to delete **all** information from a state-owned mobile data storage device if a staff member's employment with OYA ends, or the staff member's state-owned mobile data storage device is lost, stolen, not functioning correctly, or replaced.
1. Staff must immediately notify a supervisor (or officer-of-the-day) and call the Information Services Service Desk, (503) 378-4333 (option 2), if the device is lost, stolen, replaced, or no longer needed for OYA business.

Refer to OYA policy I-E-3.3 Information Security Incident Response for additional instructions if the lost or stolen device contains restricted or critical information.
 2. Human Resources must notify the Information Services Service Desk of a staff member's separation from OYA on or before the staff member's separation date.
- I. Information stored on state-owned a mobile data storage device is subject to public records laws.

OYA may need access to a state-owned mobile data storage device to obtain data or information in the event of a personnel or criminal investigation concerning an OYA matter.
- J. State-owned MCDs
1. Staff must carry a state-owned MCD when transporting youth, and when conducting youth home visits.
 2. Staff must use a hands-free accessory when driving a vehicle while using a state-owned MCD.
 - a) Staff are advised to use extreme caution when using an MCD while driving a vehicle due to an increased potential for vehicle accidents while driving and using an MCD.

The preferred method to use an MCD while operating a vehicle is to park the vehicle in a safe place before using the MCD.
 - b) Any traffic violations or payment of fines imposed for violation of any applicable laws, including those on MCD use, is the staff member's personal responsibility.

- K. Staff must not store OYA information on personal mobile data storage devices.
- L. Staff must update their devices' operating systems on all MCDs whenever a new version is available or when directed to do so by Technical Services.

V. PURCHASING AND CONTROLLING STATE-OWNED MCDs

- A. An Information Services staff member is designated as the OYA's mobile communication plan coordinator.
 - 1. The mobile communication plan coordinator -
 - a) Is authorized to open, manage, and cancel authorized MCD accounts;
 - b) Is authorized to purchase all MCDs for OYA;
 - c) Serves as the contact and liaison with Department of Administrative Services (DAS) and the vendor;
 - d) Ensures that access services for lost or stolen MCDs are disconnected; and
 - e) Maintains a list of all MCD access accounts and corresponding authorized users (staff names) and any special purpose accounts.
 - 2. Supervisors must request MCDs and services through the mobile communication plan coordinator by creating an IS work order.
- B. Supervisors must determine if a staff member needs to use a state-owned MCD to perform job duties.
 - 1. Valid reasons to need a state-owned MCD include –
 - a) Official duties require the staff be “on-call” away from workstations;
 - b) Official duties require extensive travel during the staff's normal assigned work time;
 - c) Official duties expose staff to off-worksite danger; or
 - d) Official duties require an emergency or time-critical response.
 - e) Cost of the device is justified by the gain in operational efficiency.
 - 2. Worksite MCDs may be distributed by the worksite supervisor when deemed appropriate by that supervisor.

C. Review of state-owned MCD billing

Accounting must audit monthly billings to identify potential inappropriate use of the MCD and any billing errors.

D. Appropriate use of state-owned MCDs

When staff are designated as authorized users of a state-owned MCD, such use is intended for state-related business. However, limited incidental personal use is allowed as long as there is no or insignificant cost to the state.

1. OYA has the sole discretion to determine if a staff's use is personal or business.
2. Staff may be required to reimburse OYA for unauthorized personal use of a state-owned MCD.

E. Refer to OYA policy II-A-1.0 (Facility Access) for guidelines on carrying MCDs into OYA facilities.

F. Supervisors must ensure the staff they authorize to use state-owned MCDs understand acceptable use of the MCD, and the staff complete a mandatory Workday Learning course which includes review of this policy.

VI. CONTROLLING STATE-OWNED MOBILE DATA STORAGE DEVICES

A. Assigning state-owned mobile data storage devices (other than MCDs)

1. Assignment of state-owned equipment, including mobile data storage devices, must be documented in Workday using the Asset Survey which can be found by typing in "Asset survey" in the search bar at the top of the Workday screen. For help in filling out the asset survey in Workday, please reference the following [TechTip – "Workday Asset Survey response guide."](#)
2. Staff must complete a new Workday asset survey when their assigned equipment changes.

B. Transporting state-owned mobile data storage devices

1. Staff must have authorization to remove the storage device from the worksite. Authorization is contingent upon work assignment and local protocol.
2. Related protocols on logging removable storage devices must be followed (e.g., signing for a laptop).
3. Transporting in vehicles

- a) Staff must maintain physical control of the mobile data storage device throughout the transport and ensure protection from view by unauthorized people.
- b) If the mobile data storage device must be left unattended in a vehicle, the vehicle must be locked and the device must be out of plain sight (preferably in the vehicle's locked trunk).

C. Shipping state-owned mobile data storage devices

Mobile data storage devices containing critical or restricted information may be shipped when the following conditions are met:

- 1. Secure tape, sealant, or other tamper-evident material is used to identify a breach of the package; and
- 2. The people who have a need to know of the shipment are identified.
 - a) Pre-agreed receiving names are authorized for signature at the destination.
 - b) Post-alert deliver confirmation to the recipient is ensured upon delivery (e.g., the recipient contacts the sender upon the package's arrival).
 - c) Passwords are identified in a separate communication. Staff may not identify the related password in the same communication that mentions the specific mobile data storage device.

D. Intergovernmental agreements on sharing restricted or critical information on mobile data storage devices must be followed.

E. Disposal of mobile data storage devices

- 1. Staff must deliver or mail OYA mobile data storage devices to the Information Services Service Desk for disposal.
- 2. Information Services must follow the statewide policy on Sustainable Acquisition and Disposal of Electronic Equipment (DAS policy 107-009-0050).
- 3. When mailed, staff must notify the Information Services Service Desk via e-mail of the number of devices and date shipped.
- 4. The Information Services Service Desk must confirm receipt and destruction of the devices.

VII. LOCAL OPERATING PROTOCOL REQUIRED: NO