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| POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION | POLICY NUMBER 8.53 | PAGE NUMBER 1 of 4 |
| | RELATED ACA STANDARDS: | |
| CHAPTER: 8 Administration | SUBJECT: Cell Phone/Portable Device Authority | |
| APPROVED BY THE COMMISSIONER: | | |
| EFFECTIVE DATE: 12/31/12 | | |
| APPROVED FOR PUBLIC RELEASE | | |

- I. **AUTHORITY:** 29 Del. C. c. 90c, Executive Branch Wireless Reimbursement Program
- II. **PURPOSE:** To establish the policy of the Department regarding which employees are authorized to carry a cell phone or portable device, establish rules and regulations governing department-owned equipment and provide options for employees to meet the device carrying requirement more efficiently.
- III. **APPLICABILITY:** All Department employees.
- IV. **POLICY:** It is the policy of the Department to minimize the number of state-owned or state-reimbursed wireless communication devices to only those employees with a previously approved operational need, and to provide employees with an option to combine personal and professional devices.
- V. **PROCEDURES:**

Cell phones and portable devices are provided only to those employees who are **authorized** by the Department of Correction to carry either a cell phone or portable device. Authorization to carry a cell phone or portable device is defined as:

- Cell Phone: Any individual who is authorized by operational demand to be available by phone 24 hours a day, 7 days a week. These individuals may be responsible for timely public information release, security investigations, emergency response, and/or making arrangements for staff to respond to an emergency or physical plant issue as authorized by their assigned duties. This list may include: Internal Affairs Director, Maintenance Superintendents, Security Superintendents, Probation & Parole Supervisors and Officers and staff on special assignment.

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- Portable Device (with voice): Any individual who is authorized by the Department of Correction to be available by phone and email at all times. These individuals are held accountable for immediate response 24/7 to ensure the continuity of operations of Department facilities and units. This list may include: Commissioner, Deputy Commissioner, Bureau Chiefs, Deputy Bureau Chiefs, Wardens, Deputy Wardens, Section Administrators, and Public Information Officer.
- The lists provided above are not intended to be exhaustive or all inclusive. However, any request to modify this general guideline must be approved by the appropriate Bureau Chief, the Bureau Chief of Management Services and the Commissioner.

Employees designated as authorized to carry either a cell phone or portable device have two options to meet this obligation: carry state-owned equipment or use a personal cell phone or portable device

For those choosing to meet this requirement through the use of a state-owned cell phone or portable device the following statements apply:

- Cell phones/portable devices are not a personal benefit and will only be provided to those employees who have been previously approved by their supervisor, Sectional Administrator, Bureau Chief and the Bureau Chief of Management Services. Procedures and forms to request a state-owned device are located on the DOC Extranet under Information/Central Business Office/Sections/Purchasing (<http://extranet.doc.state.de.us/information/purchasing.shtml>). Please select Internal Request Form for appropriate device: portable wireless network access device, cell phone or aircard.
- Possessing a cell phone/portable device is a privilege and all employees are expected to use and safeguard it responsibly.
- State-owned portable devices ordered after June 1, 2012, will be equipped with Mobile Device Management (MDM), software that can secure, monitor, manage and support mobile devices. The application will be installed on the phone prior to delivery to the employee.
- Every effort should be made to limit the use of cell phones/portable devices to necessary calls when the use of a landline is not reasonably available.

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- **The use of state-owned property is restricted to the official business of the Department. The Department understands there will be times when personal calls are necessary on state cell phones; however those instances must be limited to infrequent, incidental or emergency use only.**
- Outside of the above instances, any use of the state-owned equipment for personal use, must be reimbursed by the employee when the billing statement is received.
- Misuse of state-owned equipment will result in the revocation of equipment and possible disciplinary action.
- In the event of loss or damage to the state-owned equipment, the employee may be held personally responsible for replacement or repair if the Department deems that reasonable care to protect and safeguard the equipment was not exercised.

For those employees choosing to meet this requirement through the use of a personal cell phone/portable device the following statements apply:

- The monthly reimbursement allowance is as follows: Voice only \$10 per month, Voice/Data \$40 per month. This allowance is based on the base cost of service plans under the State's contract.
- Employee must complete the Department's Wireless Communication Reimbursement Agreement and the Department of Technology and Information's Personal Mobile Device/Smart Phone Network Access Request Form (see attachments A and B), and receive all approvals prior to eligibility for reimbursement.
- Requests for reimbursement must be initiated by the employee via the personal reimbursement form, and may occur on a quarterly or annual basis.
- The request for reimbursement must include copies of the billing statement from the cellular service provider.
- The purchase of the actual equipment is not eligible for reimbursement.
- If the employee's cell or portable device number has changed, the employee must report that change to their direct supervisor and unit management immediately.
- The employee is responsible for all fees to change contracts, cancel service, upgrade equipment, etc.
- Users must agree to comply with the Department of Technology and Information's security requirements for personal devices connecting to the State network. These requirements can be found at the following link:
<http://dti.delaware.gov/pdfs/pp/PortableWirelessNetworkAccessDevicePolicy.pdf>

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General Provisions:

Employees must adhere to all federal, state or local rules and regulations regarding the use of cell phones while driving. Accordingly, employees must not use cell phone if such conduct is prohibited by law, regulation or other ordinance. The Department will provide a basic hands-free device to any employee authorized to carry a communication device.

The Commissioner, Deputy Commissioner, Bureau Chiefs, Deputy Bureau Chiefs and Medical Director are authorized to carry either state-owned or personal devices that have been authorized for State use within all facilities and institutions of the Department of Correction. All other individuals authorized to carry a mobile device under this policy, and participating in the reimbursement option, will be permitted entrance into the facilities at the discretion of the facility Warden. Any person authorized to carry a personal device used for State purposes into any Department facility, must password protect those devices.



Personal Mobile Device/Smart Phone Network Access Request Form

Completed forms must be submitted to your organization's Information Security Officer (ISO) to process the request.
 Only requests or changes submitted by ISOs, through the DTI ServiceManager application, will be processed by DTI.

Requestors with a CJ.STATE.DE.US email address: fax signed forms to 302-739-6285 – attention DELJIS ISO. (Call 302-739-4856 if you'd like to confirm receipt.)

Section I

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| To be completed by Employee: | | Add <input type="checkbox"/> | Update <input type="checkbox"/> | Delete <input type="checkbox"/> |
| Date: | Employee Name (Last, First, MI): | | | |
| State Exchange eMail Address: | | | | |
| Employee's State Organization: | | | | |
| Work Phone: | | | Last 4-digit SSN: | |
| Device Make/Model: | | | Device Software Version: | |
| <small>Note: for personal Blackberries, we DO NOT need the model, just enter Blackberry.</small> | | | <small>Note: for personal Blackberries, we DO NOT need the software version.</small> | |

Section II

Statement of Understanding

In addition to having read and understanding the Delaware Acceptable Use Policy, the Delaware Information Security Policy, the State of Delaware Mobile Device Encryption Standard, and the Delaware Data Classification Policy, as indicated by my signature below, I also agree and understand the following:

1. I have reviewed the list of device requirements to ensure my device is provisionable and will accept the Department of Technology and Information (DTI) Security Policy.
2. Only single-user mobile devices that can accept DTI's security configuration will be supported.
3. During the initial synchronization with the State Network, a default Security Configuration will be pushed to my mobile device. This configuration is meant to protect and secure the State's information on my mobile device. This configuration may change the way my mobile device works when I connect it to the State Network and could disable or enable features on my mobile device. If I do not accept the configuration, the mobile device will not be enabled to receive email from the State of Delaware's Network.
4. The configuration may change because it is periodically reviewed. DTI will attempt to inform customers prior to any changes, but, in the case of an emergency change, this contact may not be possible.
5. DTI may wipe my mobile device without any notification, resulting in loss of all data on the mobile device and setting the mobile device back to factory default settings. DTI will make a reasonable effort to contact the appropriate agency personnel to inform them of the mobile device wipe and reasons for the wipe, in a timely manner. Some of the common reasons a mobile device would need to be wiped are:
 - a. if the mobile device is suspected of being compromised and poses a threat to the State
 - b. if the user of the mobile device violates State policies and statutes concerning the use of the mobile device
 - c. if a technical issue arises that requires the mobile device to be wiped to resolve
 - d. if the State.de.us account associated with the mobile device is disabled
 - e. if the owner of the mobile device has resigned, been terminated, or suspended without pay
6. If I lose my mobile device that is configured to connect to the State Network, I am required to take the actions listed below, as soon as possible, but no later than 24 hours from losing my mobile device.
 - a. Notify DTI of the loss and what actions have been taken. Notification can be done by contacting DTI's Service Desk, either via email to DTI_ServiceDesk@state.de.us or by calling (302)739-9560. After being notified of a lost mobile device, DTI will confirm the data wipe of the mobile device. I will contact my Information Security Officer and report the loss.
 - b. I will contact the cellular company that provides my service and have the mobile device deactivated.
 - c. I will change my password immediately.
7. DTI is not able to provide troubleshooting or support for personally-owned mobile devices.
8. My use of mobile devices is also governed by various applicable polices and laws, including, but not limited to: Delaware Acceptable Use Policy, the Delaware Information Security Policy, the State of Delaware Mobile Device Encryption Standard and the Delaware Data Classification Policy. The Delaware Acceptable Use Policy governs the State data and activity on the personal device; it DOES NOT govern personal use of the device.

Employee Signature: _____

Date: _____

Section III (To be completed by Requestor's State Organization)

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| Information Security Officer (ISO) Name (Print) | Organization's Approving Authority Name and Title (Print) |
| Information Security Officer (ISO) Signature and Date: | Organization's Approving Authority Signature and Date: |

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| INSTRUCTIONS | Reminder to Customers |
| Section I and Section II - Employee completes. Section III - Customer's ISO and Approving Authority (Agency Head, District Superintendent, or similar approving authority) sign the request form. | Device synchronization will be completed no later than 10 business days after approval. Customer will have to complete a one-time process to set this up on their device. Each time you change your password, you will have to enter your new password on your mobile device. |