Wireless Communication Device Policy

Policy #: DHHS-27-06

I. SUBJECT

Wireless Communication Devices

II. POLICY STATEMENT

The Department of Health and Human Services (DHHS) is committed to promoting effective, efficient and timely communication. Employees whose jobs require them to be out of the office frequently, and who need to be able to communicate by telephone while out of the office to perform their jobs effectively, may be provided with a wireless communication device by the Department.

III. RATIONALE

Communication is essential to the effective operation of the Department. The purpose of this policy is to institute approval requirements for issuing wireless devices and services; to establish minimum requirements for wireless device use; to define employee responsibilities when using a wireless device; to improve efficiency; and to provide the ability to respond in emergencies or to enhance employee safety.

Wireless devices and services are provided to state employees for official State business use only. State devices are assigned to meet business needs of the Department and are not part of any employee benefit program.

IV. ELIGIBILITY

The Director/Desigee shall review and approve requests for wireless devices consistent with one or more of the following minimum requirements when determining the need for a wireless device:

- Employee’s job requires field work where landline phones are inaccessible or inefficient;
- Employee’s job requires immediate or on-call availability;
- Employee’s job requires travel and availability via wireless device;
- It is more cost effective and efficient than a desktop landline. If an employee is eligible for a state-issued cell phone, removal of the employee’s desktop landline should be encouraged.
V. RESPONSIBILITIES

A. Commissioner’s Office
   - Acts as a Liaison between the wireless carrier and the Department’s Wireless Coordinators.

B. Office/Division Director or Designee:
   - Approves employee requests for wireless devices;
   - Identifies the wireless coordinator for their office or division;
   - Communicates to the Commissioner’s Office who the wireless coordinator is for their office or division;
   - Understands, complies and enforces this policy and its requirements;
   - Reviews individual wireless device assignments annually to determine and justify need;
   - Notifies the wireless coordinator when employees are terminated or transferred to other work units so that the wireless devices can be deactivated or transferred.

C. Wireless Coordinator:
   - Orders all devices and related equipment once Coordinator has received proper paperwork;
   - Provides cell phone eligible employee with Wireless Device Order Form;
   - Maintains essential State cell phone information on Wireless Device Order Form, including device PIN number, Apple IDs, and passwords;
   - Reviews vendor billing statements for accuracy;
   - Administers the invoice approval process for wireless users in their office or division;
   - Maintains complete and accurate records of wireless communication device assignments, including Wireless Device Order Forms and Termination Forms;
   - Terminates lines for employees who are no longer employed at the Department;
   - Submits cleared devices to Surplus Property in accordance with Surplus Property policy and procedure for cell phones;
   - Resets the device (if applicable), when an employee is no longer assigned to wireless device, or the assigned device is outdated/broken/damaged, to clear all confidential information prior to redistribution or submission to Surplus Property;
   - Maintains stock of wireless devices and accessories at the discretion of the appropriate Coordinator.
D. Employee:
- Submits completed Wireless Device Order Form to the assigned Coordinator for processing;
- Provides the Coordinator with device PIN number, and Apple ID/password or Google Play account ID/password;
- Complies with responsibilities outlined in SAAM Section 70.30.60;
- Complies with all other applicable state wireless device policies;
- Understands that state-issued wireless devices remain the property of the State of Maine;
- Applications, not approved by the Office of Information Technology, are prohibited on state issued wireless devices. i.e. Facebook, Pandora, etc.
- Completes the Wireless Device Order Form for updates and changes;
- Completes the Wireless Device Termination Form when the employee is no longer eligible for a Department issued cell phone, including but not limited to termination of employment with the Department;
- Signs out of Apple ID or Google Play accounts if employee is no longer eligible for state-issued cell phone due to termination, or moving to another Office or Department
- Notifies the Coordinator and the Office of Information Technology Help Desk [624-7700 or OIT.customer-support@maine.gov] within one hour, or as soon as is practical, if the device is lost or stolen;
- Notifies, in writing, the appropriate management and Coordinator immediately in the event of damage to state-owned wireless device;
- Does not use state-issued cell phones while operating a vehicle

VI. CONTRACTORS

Contractors working on behalf of DHHS should not be issued cell phones. This cost should be covered under the contract or by their employer.

VII. REIMBURSEMENT

Wireless device users will not be expected to reimburse for personal calls. International calls are an exception so be sure to review Section VIII.

VIII. INTERNATIONAL CALLS

If you plan to bring your state issued wireless device with you for international travel, including Canada, you must check with your Wireless Coordinator regarding the potential costs. Users are responsible for covering the cost of international calls unless they receive written approval from the Office Director/Designee prior to the travel. A copy of the written approval must be provided to the Office Wireless Coordinator.
IX.  ENFORCEMENT

Policy enforcement is the responsibility of each office/division/unit. Enforcement actions for violations of this policy include but are not limited to revocation of wireless device privileges and/or possible disciplinary action.

X.  DISTRIBUTION

All employees, via e-mail and posting on the Intranet.

XI.  FORMS

The following documents can be located on the DHHS Intranet http://inet.state.me.us/dhhs/forms/index.shtml under Wireless Communications:

List of DHHS Wireless Coordinators
Wireless Device Order Form
Wireless Device Termination Form

December 18, 2018
Revised Date

Bethany Hamm
Acting Commissioner