

POLICY #415	SUBJECT: Cellular Telephone/Portable Device Policy
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Approved By: Jennifer Ranji, Cabinet Secretary	

Delaware Children's Department Policy
Cellular Telephone/Portable Device

I. PURPOSE

The purpose of this policy is to establish standard procedures within the Department for the authorization and use of cell phones and portable telecommunication devices and to assure that Department practices are consistent with the Department of Technology and Information (DTI) Acceptable Use and Cellular Telephone/Portable Device policies.

Cellular telephones/portable devices are provided to improve customer service and to enhance efficiencies. These devices are not a personal benefit and are only provided to those employees who have a bona fide business need as determined and authorized by their Division Director or designee. Possessing a cellular telephone/portable device is a privilege and all employees are expected to use and safeguard it responsibly.

Employees required to carry a cellular telephone/portable device are also required to charge it, carry it and answer it reliably and consistently. Employees must adhere to all federal, state and local rules and regulations regarding the use of cellular telephones while driving. Statewide restrictions require drivers to use a hands free device while driving and using a cell phone. In addition, text messaging, sending or reading emails, the use of pagers, portable computing devices, blackberry devices, laptops and other two-way communication devices while driving is prohibited. DSCYF will not accept responsibility for penalties assessed as the result of violating the law.

It is the policy of the Department to minimize the number of state-owned or state-reimbursed cell phones and portable telecommunication devices. In an effort to improve efficiency and save the State money, the Department provides those employees who are authorized to have a state-issued cell phone/portable telecommunication device with an option to combine personal and professional devices (such as traditional cell phones, Blackberries, iPhones, etc.) . The option to combine devices is only provided to employees where there will be a cost savings to the State.

II. PROCEDURES

- a. The following procedures apply for an employee who has been authorized to have a state-issued cell phone due to a bona fide business need and who would like to combine their personal and professional devices:

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- i. Employees who are authorized to have a state-issued phone with voice plan only will be reimbursed at the rate of \$10.00 per month. Employees who are authorized to have a state-issued phone with voice and data plan will be reimbursed at the rate of \$40.00 per month.
 - ii. Payments to employees are subject to Department Policy 414, Overpayment Policy and Procedures.
 - iii. Employees who would like to combine devices must complete the Department's Wireless Communication Reimbursement Agreement (Attachment A), and receive all approvals prior to eligibility of reimbursement.
 - iv. Employees must initiate a request for reimbursement by completing a Personal Reimbursement Form, available from the Fiscal Office, on a quarterly basis and upon the end of employment. The request for reimbursement must include detailed copies of the billing statement from the cellular service provider.
 - v. The purchase of the actual equipment is not eligible for reimbursement.
 - vi. Changes of the telephone number or equipment must be immediately reported to the employee's direct supervisor and the unit manager.
 - vii. The employee is responsible for all fees to change contracts, cancel service, upgrade equipment, etc.
 - viii. Users must agree to comply with DTI security requirements for personal devices connecting to the State network. These requirements can be found on the DTI website: <http://dti.delaware.gov> clicking on the "Standards" section under "Information" and scrolling down to the "Portable Wireless Network Access Device Policy".
- b. The following procedures apply for an employee who has been authorized to have a state-issued cell phone due to a bona fide business need and who would like to carry a state-owned device:
 - i. The use of state-owned property is restricted to the official business of the Department. The Department understands there may be times when personal calls are necessary on state-owned cellular telephones; however, those instances must be limited to infrequent, incidental or emergency use only. Outside 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.

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- ii. All information contained within a state provided cellular telephone/portable device shall become the property of the Department.
- iii. Misuse of state-owned equipment may result in revocation of equipment and possible disciplinary action.
- iv. In the event of loss or damage to the state-owned equipment, the employee will, in most cases, be held personally responsible for replacement or repair if the Department deems that reasonable care to protect and safeguard the equipment was not exercised.
- v. State owned portable devices ordered after June 1, 2012, are equipped with Mobile Device Management (MDM), software that can secure, monitor, manage and support mobile devices.
- vi. Every effort should be made to limit the use of cellular telephones/portable devices to necessary calls when the use of a landline is not reasonably available.
- vii. Employees must complete the DSCYF Acknowledgement Statement (Attachment B).