



July 25, 2008

This updated policy is being distributed to State agency and UW System officials. State and university officials are responsible for distributing or posting this information so that all State employees are aware of the updated policy provisions. Please contact the Division Administrator of the Division of Enterprise Technology, Department of Administration, with any policy questions.

Wireless Handheld Voice and Data Services and Equipment Policy

This document sets forth the State’s policy on the use of state-assigned Wireless Handheld Voice and Data Services and Equipment, hereinafter collectively referred to as “Wireless Services”.

Wireless Services provide authorized users with the capability to do one or more of the following from a handheld device:

- Send and receive e-mail and/or data
- Place and receive calls
- Remotely access files, calendars, address books and task lists
- Research and browse the web
- Access and run various applications

I. ASSIGNMENT OF STATE WIRELESS SERVICES

A. Job Requirements

Employees may be candidates for state-assigned Wireless Services if they:

- are required to remotely access their email or calendar on a regular basis in order to carry out their job responsibilities;
- must remotely complete time sensitive work on a regular basis;
- have responsibilities related to emergency response or continuity of business services;
- can significantly increase productivity and/or reduce overall expenses for the State by using state assigned Wireless Services; or
- can otherwise establish that Wireless Services are necessary.

B. Requests for Wireless Services

When a supervisor determines that Wireless Services are needed for an employee’s job responsibilities, the supervisor shall submit a request to the state agency division administrator, university official or other appropriate individual, for review/approval consistent with the department’s internal procedures. Requests shall document the need and benefit of using this technology, including service/device costs and cost justification. Cost savings that would be realized by consolidating services into one device to replace other devices such as a laptop, cellular phone, PDA, or pager should be documented in the request. Whenever frequency of use does not justify an individual assignment, Wireless Services should be shared or pooled to maximize savings. When

pooling or sharing of Wireless Services does not meet operational needs, an employee may be individually assigned a wireless device and service.

C. Approvals

Because of the initial and ongoing costs associated with these devices and short product life cycles, care should be taken to approve the least expensive solution that meets user needs and then only for employees who can clearly demonstrate the way this technology will help them perform their job duties in a more efficient manner.

D. Employee Receipt of Wireless Services

Employers, via a supervisor, a designated staff member, or Telecom Staff (see definition below), must provide a copy of this policy and an Acknowledgment of Receipt form (attached) to any employee using any state-assigned Wireless Services. The employee's supervisor or a designated individual is responsible for obtaining a signed Acknowledgement of Receipt form from those employees and keeping it on file for the duration of the employee's use of Wireless Services and any additional time determined by the agency or university records retention schedule.

II. TELECOM STAFF RESPONSIBILITIES

A. Overall Responsibilities

Telecom Staff is defined, for the purposes of this policy, as the agency or university telecommunications manager or qualified designee from that agency or university's telecom group.

Each agency or university Telecom Staff shall be the single point of contact for his/her agency or university for placing orders with the vendor, filing Wireless Services approvals for audit review, changing plans, requesting waivers from DET, ensuring compliance with State contracts and policy requirements, and providing guidance on which plan/device best and most economically meets end user needs.

The State's mandatory contracts for Wireless Services must be utilized for all specified Wireless Services contracted therein and staff must comply with all contractual terms, conditions, ordering and maintenance procedures. Waiver requests must be directed to and approved by the Voice Services Section (608-266-1032), Bureau of Business Services in the Division of Enterprise Technology, in advance of any deviation from the mandatory contracts.

B. Monthly Plan Review

Telecom Staff shall review Wireless Service bills on a monthly basis to ensure that each employee is on the most cost effective plan that most closely matches his/her typical usage patterns. Recommendations for changes in plan assignment should be documented. Per agency or university internal procedures, staff familiar with an employee's usage is also responsible for reviewing/approving monthly Wireless Services billing.

C. Annual Needs Review

Telecom Staff shall ensure that supervisors, or other authorized staff, annually review Wireless Services usage to determine if there is a continuing need for the equipment and services and if it is cost justified. Supervisors or other authorized staff should contact their Telecom Staff when a determination is made to disconnect or reassign service.

D. Annual Distribution of Policy

Telecom staff shall annually distribute the policy to supervisors and service approvers to ensure that all employees who use Wireless Services receive the policy and have an acknowledgement form on file.

III. Employee Use of Wireless Services

A. Personal Use of Wireless Services

State provided Wireless Services are intended for state business. Personal use of Wireless Services is prohibited, except for essential personal calls and calls otherwise permitted under a collective bargaining agreement or the Compensation Plan (such as calls relating to overnight travel provisions). Essential personal calls are defined as calls of minimal duration and frequency that are urgent in nature and cannot be made at another time or from a different telephone. Examples of essential personal calls are calls to arrange for care of a child or other family emergency, to alert a family member of an unexpected delay due to a change in work schedule, or to arrange for transportation or service in the event of car trouble, etc.

Agencies and university organizations must ensure compliance with the personal use restrictions articulated in this policy by implementing procedures so that employees who use Wireless Services, or a designated staff member who is familiar with the employees' usage, conduct a monthly review of Wireless Services billing to identify personal calls prohibited by this policy. Employees must reimburse the state for all personal calls that violate this policy at the state contracted per minute rate plus 6 cents per corresponding minute and any additional amounts for applicable toll or roaming charges, miscellaneous fees and taxes.

When an employee is authorized to use an individually assigned wireless device, his or her employer may permit a personal cellular number to be added to a state issued wireless device or the state number to be added to the employee's personal cellular phone as long as each number has its own calling plan, no personal plan or device charges are billed to the State account, and the personal billing account statements are kept separate from the state business billing account statements.

B. Safety

Safe use of Wireless Services is of the utmost importance, so employees are responsible for using that service in a safe and prudent manner. When driving a vehicle or operating potentially hazardous equipment, an employee's attention should be fully directed to that activity. As a general rule, Wireless Services should not be used in either situation, and Wireless Services should be turned off, allowing incoming calls to go to voice mail. If it becomes unavoidable to use Wireless Services in those situations, precautionary measures should be taken, including:

- Use hands-free devices. Make sure they are positioned where you can easily reach them with your seatbelt on and that all accessories are properly attached before you start driving.
- Let someone else drive the vehicle or operate the equipment if you are expecting an important call.
- Let the caller know you are driving a vehicle/operating equipment and indicate that you'll return the call as soon as it's safe to do so.
- Stop the vehicle/equipment in a safe and legal location if the call is distracting or reading/writing is required during the call.

Note: Drivers are expected to know and observe all applicable state and local laws relating to the operation of motor vehicles while using a wireless device.

C. Security

All State provided devices must have applicable password security enabled at all times when users have access to state data and files. Users who have lost their device or suspect that there has been an unauthorized access to their data or files must contact their Agency's helpdesk immediately. Services may be suspended until the security issue is resolved.

D. Records Management

Because the technology associated with Wireless Services may provide the capability for sending and receiving data, it is possible that public records may be created that must be retained or disposed of according to your agency or campus guidelines. Records created from the use of this device may also be subject to the Open Records Law. Employees must consider whether they are creating a public record when they use Wireless Services.

E. Number Portability

In the event of a change of vendors in the state's Wireless Services contract, cellular numbers may be ported (transferred) from one vendor to another. However, the State's policy prohibits porting a state landline business number to a cellular phone. In addition, porting personal cellular numbers to a state account and porting state cellular numbers to a personal cellular account are prohibited to minimize co-mingling personal and business calls.

F. Compliance with Policy

Employees are expected to use state-assigned Wireless Services responsibly and in accordance with this policy, applicable enterprise and/or agency policies governing internet and email usage, and applicable work rules. Use of Wireless Services in violation of the aforementioned may result in revocation of the Wireless Service assignment and possible disciplinary action against the employee.

G. Termination of Use

When an employee leaves his/her position or is no longer an authorized user, the state owned equipment must be turned into his/her supervisor or the state number removed from the employee's personal cellular phone, if the account is set up that way. The supervisor should contact agency Telecom Staff if the device/service will be reassigned or disconnected.

Authorized By:

Effective: August 11, 2008

Secretary