

| | |
|---|----|
| Cellular Telephone Services and Devices | 1 |
| I. Purpose | 1 |
| II. Definitions | 2 |
| A. Communications Device Unit | 2 |
| B. Mobile Device Management (MDM)..... | 2 |
| III. Requests..... | 2 |
| A. Types of Cellular Telephones | 2 |
| B. Internal Purchase Request (IPR) System | 2 |
| IV. Identification and Inventory | 3 |
| A. Standards for Cellular Telephones/Smart Devices | 3 |
| V. Agency Owned Cellular Telephone Movement Into and Around Correctional Facilities | 4 |
| A. Cellular Telephone Notification to Facility | 4 |
| VI. Agency Cellular Telephone Use, App Stores, Charges, and Privacy | 4 |
| A. Personal Cellular Telephone Use | 4 |
| B. App Stores | 4 |
| C. Personal/Business Use Charges | 5 |
| VII. Damaged or Lost Cellular Telephones..... | 5 |
| VIII. Monthly Plan Review | 6 |
| A. Service Plans | 6 |
| B. Wireless Internet..... | 7 |
| IX. Termination of Use..... | 7 |
| A. Reassignment or Deactivation of Cellular Devices | 7 |
| B. Assigned Cellular Telephone Numbers..... | 8 |
| C. Service Provider Portal Updates..... | 8 |
| X. Disposal/Surplus of Cellular Telephones | 9 |
| XI. References | 9 |
| XII. Action..... | 9 |
| Referenced Forms..... | 11 |
| Attachments | 11 |

| | | | |
|--|----------------------------|--------------------------|-----------------------------------|
| Section-04 Security | OP-040501 | Page: 1 | Effective Date: 02/28/2022 |
| Cellular Telephone Services and Devices | ACA Standards: None | | |
| Scott Crow, Director Oklahoma Department of Corrections | | Signature on File | |

Cellular Telephone Services and Devices

The agency cellular telephone services and devices will be managed through the Communication Device unit (CDU). Cellular devices are allocated to facilities/units based on operational needs as determined by the Oklahoma Department of Corrections (ODOC) CDU and the administrator of Technology Systems Management (TSM). Each facility/unit will identify a liaison to communicate with the CDU in matters regarding the assignment, use, and return of cellular devices.

I. Purpose

The purpose of this procedure is to provide guidelines and outline responsibilities for the administration of the agency’s cellular telephone services and devices.

II. Definitions

A. Communications Device Unit

The centralized unit responsible for the management, operation, and maintenance of agency cellular communication devices.

B. Mobile Device Management (MDM)

An application used by the Office of Management and Enterprise Services (OMES) to secure and manage applications, documents, and other content on cellular telephones and tablets. MDM provides OMES with information about the device including carrier, country, device make and model, the operating system (OS) version, cellular number, agency email and its security state.

III. Requests

A. Types of Cellular Telephones

The ODOC utilizes two types of cellular telephones: basic cellular telephones and smartphones.

1. Basic cellular telephones will be issued to those staff members who require only to be reached by voice or Short Message Service (SMS) when away from their assigned work location.
2. Smartphones will be issued to staff members who are required to be reached by voice or SMS when away from their assigned work location or who need to access e-mail functions and work with documents remotely or have the need to take higher quality photographs remotely as a part of their job.

B. Internal Purchase Request (IPR) System

All cellular telephone requests must be submitted through the Internal Purchase Request (IPR) system. When an IPR for a cellular device is submitted, CDU will be contacted for guidance on purchase and eligibility. Each request will provide the following information:

1. Staff member's name;
2. Employee ID; and
3. Staff member's assigned facility/unit.

The “Cellular Service Carrier Location List” ([Attachment D](#), attached) will be utilized when selecting a cellular service carrier.

4. Justification for a staff member to be assigned a cellular telephone, with a detailed explanation for those requesting smartphones. Written authorization from the facility/unit head/administrator of Institutions/Community Corrections needs to be attached to the request for any position requesting an upgrade from a flip to a smartphone. Staff members who do not require written authorization include facility heads, deputy wardens/assistant administrators, unit administrator/heads, chiefs of security, and probation and parole officers. (These positions will require justification in the comments section for submittal).

IV. Identification and Inventory

All agency cellular telephones (including tablets with electronic communications capability and other nontraditional communications devices) will be procured and processed through CDU.

A. Standards for Cellular Telephones/Smart Devices

CDU will ensure that the following will be applied to each cellular device before it is issued:

1. Upon receipt of a cellular device by CDU, the device will be added to Asset Panda and a unique property identification number and barcode will be assigned to each device in accordance with [OP-120801](#) entitled “Asset Management.”
2. MDM will be installed on all devices by OMES prior to issuance to staff. MDM is not to be removed from any cellular device.
3. An inventory identification tag reflecting the unique property identification number will be permanently attached to the cellular telephone.
 - a. The property identification tag will not be removed or changed except by CDU.
 - b. If the tag becomes worn or is lost the user will contact CDU immediately and a new tag will be assigned from that office.
4. All smart devices will be issued a clear plastic/rubber protective case to protect the device and to allow the inventory control sticker to be viewable with the case on. Smartphones are to be maintained in the clear protective case at all times.

5. CDU will maintain an inventory list of all agency cellular telephones and smart devices by the serial number and IMEI number, the smart device number, the inventory tag control number, the user, and the facility/unit to which it is assigned.
6. CDU will maintain an inventory of all distributed cellphone device accessories. Excessive costs associated with lost or damaged accessories may result in the employee incurring associated charges.

V. Agency Owned Cellular Telephone Movement Into and Around Correctional Facilities

Refer to [OP-110215](#) entitled "Rules Concerning the Individual Conduct of Employees."

A. Cellular Telephone Notification to Facility

1. When approaching a controlled entry point or secure area of a facility the user will declare an agency owned cellular telephone is in their possession and the property identification tag will be presented.
2. All cellular telephones authorized and carried into facilities will remain with the authorized user to facilitate rapid and constant communication through [OP-050201](#) entitled "RAVE Communications System" or through other communications process.
3. Upon exit from the secure area and/or facility, the user will present the cellular telephone to the central control officer.

VI. Agency Cellular Telephone Use, App Stores, Charges, and Privacy

Agency owned cellular telephones will only be used for agency communications, photographs, and videos, unless in the event of an emergency.

A. Personal Cellular Telephone Use

1. A personal cellular telephone cannot be carried in lieu of being assigned an agency owned cellular telephone.
2. Privately owned cellular telephones cannot be used to perform e-mail and/or data related functions for agency business.
3. Agency assigned cellular service cannot be forwarded to privately owned cellular telephones.

B. App Stores

1. If an app is needed for business purposes, a request will be sent to CDU so the application can be approved through OMES and added to the "Company Portal." (An application which is part of OMES's MDM that provides the ability to install applications without the need for a separate app store account).
2. Apps may be utilized on an agency owned cellular telephone for business purposes only.
3. Apps which are deemed prohibited from use on agency devices will be monitored by OMES utilizing MDM. OMES will notify CDU if a staff member needs to have an app removed from their device.

C. Personal/Business Use Charges

1. Charges incurred on agency owned cellular telephones as a result of personal use in any amount over \$5.00 may be billed back to the assigned user for payment of plan overages on the first incident.
2. Any overage charges incurred will be reviewed by CDU and any amount over \$5.00 may require justification for the charge.
 - a. If no justification is provided, and/or it is a repeated offense the employee may be subject to disciplinary action within the full range of sanctions outlined in [OP-110415](#) entitled "Progressive Disciplinary Procedures" and result in the removal of employment from positions which require cellular telephone assignment.
 - b. If CDU and the administrator of TSM determine the charges are not justifiable, the assigned employee may be held financially liable for the cost to reimburse the agency.
3. Any charges assigned back to the assigned user will be due and payable within 30 days of notification.
4. All agency-issued cellular telephones are the property of ODOC and the assigned employee has no expectation of privacy in the agency-issued cellular telephone or the data contained therein.

VII. Damaged or Lost Cellular Telephones

- A. Any loss of or damage to an agency owned cellular telephone will be reported immediately through the user's chain of command to CDU. All lost or damaged cellular telephones will result in submission of an "Incident/Staff Report" ([OP-050109](#), [Attachment A](#)) through the user's chain of command to CDU.

- B. A lost or damaged cellular telephone will be replaced by CDU as soon as a replacement is available unless there is an exigent circumstance. The cellular telephone will be replaced utilizing CDU's current inventory, if no inventory exists a new replacement device will be acquired by CDU at the current replacement cost.
- C. Any employee who lost or damaged an agency owned cellular telephone at least twice in a 12 month period may be subject to disciplinary action as outlined in [OP-110415](#) entitled "Progressive Disciplinary Procedures."
- D. If the CDU and the administrator of TSM agree that an agency cellular telephone was lost or damaged due to negligence, the assigned employee may be held financially liable for the cost to replace the agency cellular telephone. This includes damage such as cracked or shattered screens which is not covered under the service provider warranty.

VIII. Monthly Plan Review

A. Service Plans

CDU will review wireless service bills, usage, non-usage, overages, device assignment, and device purchases on a monthly basis to ensure each device is used properly, assigned to the correct staff, and billed correctly.

1. CDU will provide a usage report to each division/unit monthly. Each division/unit will review the report for accuracy. Each division/unit will provide a response utilizing the "Monthly Wireless Service Bill Review" form ([Attachment B](#), attached) to CDU within ten calendar days upon receipt of the CDU report. CDU will make any necessary corrections required within ten calendar days following receipt of the reviewed report. CDU will then provide the approval to business services to allow for timely payment of incurred costs.
2. Recommendations for changes to agency service plans will be reviewed and submitted to the administrator of TSM and chief administrator of Quality Assurance for approval.
3. For CDU to properly identify which facility/unit staff member the cellular device is assigned to, information will be entered into Asset Panda and assigned to specific users and locations in accordance with [OP-120801](#) entitled "Asset Management." This information will be copied over into the wireless service accounts in accordance with "Wireless Service Account Identifiers" ([Attachment A](#), attached.)
4. Divisions/units will utilize the "Monthly Wireless Service Bill Review" form ([Attachment B](#), attached) to review monthly wireless service associated with their staff, to include:

- a. Document each cellular telephone number after it is reviewed on the monthly usage report.
- b. Determine if the cellular telephone number:
 - (1) Incurred overages, or
 - (2) Had no use for the billing period being reviewed.
- c. An explanation will be noted in the comment section at the bottom of the “Monthly Wireless Service Bill Review” form ([Attachment B](#), attached) if the cellular telephone incurred overages or had no usage.
- d. Confirm if a cellular telephone number is assigned to a current ODOC staff member. If it is discovered a cellular telephone number is still assigned to a former ODOC staff member, CDU will be notified immediately for the service to be terminated.
- e. The completed “Monthly Wireless Service Bill Review” form ([Attachment B](#), attached) will be submitted to CDU no later than ten calendar days after receiving.

B. Wireless Internet

1. If a staff member is issued a communication device and requires a wireless internet signal for a laptop, tablet, or other nontraditional communications device to complete a job duty, the Wi-Fi hotspot option on their cellular telephone will be activated by CDU.
2. All hotspot devices assigned within the agency will be reviewed annually and verified as well as justification for the hotspot assignment.
3. No mobile hotspot device will be issued to a staff member who has the capability to utilize the Wi-Fi hotspot option on their cellular telephone.
4. All requests for mobile hotspot devices and Wi-Fi hotspots on cellular telephones will be requested through the Internal Purchasing Request (IPR) system.

IX. Termination of Use

A. Reassignment or Deactivation of Cellular Devices

1. When an employee leaves their position or is no longer an authorized cellular telephone user, the state-owned equipment including accessories must be returned within 30 days to CDU staff for

reassignment or deactivation. At this time, CDU will remove the assigned user's account in the MDM. Cellular devices cannot be reassigned at the facility/unit level.

- a. If an agency cellular telephone is not returned to CDU upon the assigned employees' separation from the agency, the cost to replace the agency cellular telephone may be deducted from the employee's final check.
- b. Prior to returning cellular devices for replacement and/or termination, all telephones need to be logged out of their iCloud account. A factory reset and erasure of data will be completed before submitting the cellular device to CDU.

B. Assigned Cellular Telephone Numbers

1. Certain telephones will remain with positions such as those designated as CERT and CTU. These are assigned cellular telephone numbers which will remain with the position from one incumbent to the next because of the need to maintain directories and emergency contact lists.
2. When a staff member vacates a CERT or CTU position, the cellular telephone associated with the position will be stored in a secure location until the position is filled.
3. When a new staff member fills a CERT or CTU position, the staff member will assume responsibility of the assigned telephone number associated with the identified position. CDU will be notified immediately of the name of the staff member assuming the cellular telephone for record keeping purposes. All emergency notifications lists will be updated accordingly.
4. If the CERT or CTU position remains vacant more than 30 days, or the position is eliminated after being vacated, the cellular telephone service associated with the assigned cellular telephone number will be terminated and the device returned to CDU.
5. Any exception to the assigned number protocol will require the approval of the agency director, the chief of operations, or chief of staff.

C. Service Provider Portal Updates

Upon termination or transfer of wireless service, CDU will be responsible for updating assigned user information in the respective cellular portal for the service provider of the cellular device. Portal updates are required and will be completed by CDU within three business days of a change notification.

X. Disposal/Surplus of Cellular Telephones

- A. All cellular telephones will be returned to CDU by the unit CDU liaison within 30 days of end of service and disposed of through CDU when they are no longer needed or useable.
- B. Disposal of cellular telephones will require CDU to utilize the “Cellular Device Disposal Form” ([Attachment C](#), attached), which will require the last user’s name, the name of the service provider, the last assigned telephone number, the serial number and IMEI number, notation of device functionality, and checklist to account for chargers and protective cases. One form will be required for each device submitted for disposal.
- C. Prior to disposal, when applicable, all devices will be cycled through a hard factory reset by CDU to remove all data. All removable/memory devices will be removed.
- D. Non-usable cellular devices will be updated in the inventory control system by CDU and disposed of utilizing the "Division of Capital Assets Management Surplus Property Transfer Form" ([DCAM-FORM-SS-001A](#)).

XI. References

Policy Statement P-040100 entitled “Security Standards for the Oklahoma Department of Corrections”

OP-050201 entitled “RAVE Communications System”

OP-110215 entitled “Rules Concerning the Individual Conduct of Employees”

OP-110415 entitled “Progressive Disciplinary Procedures”

OP-120801 entitled “Asset Management”

XII. Action

The Communication Device unit and the unit administrator will be responsible for compliance with this procedure.

The chief administrator of Quality Assurance and administrator of Technology Systems Management will be responsible for annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure will be effective as indicated.

Replaced: OP-040501 entitled “Cellular Telephone Services and Devices” dated December 18, 2018

Distribution: Policy and Operations Manual
Agency Website

| <u>Referenced Forms</u> | <u>Title</u> | <u>Location</u> |
|-----------------------------------|--|---------------------------|
| Attachment A | “Incident/Staff Report” | OP-050109 |
| DCAM-FORM-SS-001A | “Division of Capital Assets Management Surplus Property Transfer Form” | DCAM |

| <u>Attachments</u> | <u>Title</u> | <u>Location</u> |
|------------------------------|--|-----------------|
| Attachment A | “Wireless Service Account Identifiers” | Attached |
| Attachment B | “Monthly Wireless Service Bill Review” | Attached |
| Attachment C | “Cellular Device Disposal Form” | Attached |
| Attachment D | “Cellular Service Carrier Location List” | Attached |