



Landline Telephone and Mobile Electronic Communications Device Usage

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Approved By:	Allen Y. Lew, City Administrator	Approval Date:	June 11, 2012
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1. **Scope/Applicability:** This policy applies to all DC Agency Directors, Chief Information Officers, and their Agency Telecommunications Coordinators (ATCs) designees, the DC Chief Technology Officer, and all DC workforce members (including employees, contractors, and interns).
2. **Authority:** DC Official Code §§ 1-1401 et seq.
3. **Purpose:** This policy is intended to minimize costs for DC government landline telephone and mobile electronic communications device (“mobile device”) usage.
4. **Policy:** Each DC Agency Director may assign government-issued mobile device to workforce members to access the DC government network provided that the Agency Director and workforce member comply with the following procedures.
5. **Procedure:**
 - 5.1. All landline telephones and mobile devices issued to employees are the property of the DC government and may be removed from the employee’s possession at any time.
 - 5.2. All DC government-owned or operated landline phones and mobile devices should be used only to conduct official business. Minimal personal use is permitted for emergency and other necessary situations.
 - 5.3. Abuse of an issued mobile device may result in relinquishment of the device, repayment of fees for unauthorized use or disallowed services, and/or disciplinary action.
 - 5.4. Unauthorized use of landline telephones and mobile devices may result in repayment of fees for unauthorized use.
 - 5.5. The DC Chief Technology Officer must assist Agency Directors and their designees to implement and enforce this policy.
 - 5.6. Each Agency Director and his/her designee must:
 - 5.6.1. Use the following criteria to assess whether an employee requires the assignment of a government-issued mobile device:
 - An employee who must be accessible when remotely assigned.
 - An employee who must be accessible when away from his/her assigned work location.
 - An employee who must be accessible during times outside scheduled working hours.
 - An employee who must be accessible during times of emergency.
 - An employee who must be accessible at his/her assigned work location and who meets the criteria listed above may receive both a landline and cell phone, at the discretion of the Agency Director or his/her designee.
 - An employee who needs multiple mobile electronic communication devices will require special written justification. Assignment of devices will be based on the employee’s functional needs.
 - A contractor may be assigned a mobile device, at the discretion of the Agency Director or his/her designee, based on the contractor’s functional needs as listed above.
 - 5.6.2. Apply the following additional criteria for tablet devices, including iPads:
 - The employee must require the use of specific applications available only on the tablet device to adequately perform his or her duties.
 - The tablet device may not serve as a substitute for more versatile laptop computers or other mobile devices, except by written authorization by the Agency Director or his/her designee.
 - Employees may not use personal tablet devices for government business unless authorized by the Agency Director or his/her designee.
 - The Agency Director or his/her designee must provide written justification for tablet device capacity requirements, including storage, wireless plan and other requirements.

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- 5.6.3. Provide a written justification and requirements for the need for each requested mobile device.
- 5.6.4. Maintain and annually review written justifications for each requested mobile device.
- 5.6.5. Consult with staff members' immediate supervisors in determining whether staff members meet the above criteria.
- 5.6.6. Provide written permission and submit a funded RTS for any approved international calling plans for employees.
- 5.6.7. Immediately contact mobile device vendor to suspend service on any mobile device that is reported lost, damaged, or stolen by an employee.
- 5.6.8. Return damaged mobile devices, with a written description of the problem, to the approved DC government Buy Back Program or to the Office of Contracting and Procurement (OCP) DC Surplus Property division.
- 5.6.9. Audit and collect reimbursement for over-plan use on mobile devices and for the loss or damage of such devices.
- 5.6.10. Consider the revocation of mobile device privileges for employees who are more than 5 days delinquent in meeting reimbursement responsibilities after notification.
- 5.6.11. Require each employee who receives a DC government landline phone or mobile device to review this policy and related procedures and acknowledge in writing that compliance with the policy is a condition of using this equipment, at the time the equipment is provided.
- 5.7. Each Agency workforce member must:
 - 5.7.1. Sign the "Landline Telephone and Mobile Electronic Communications Device User Agreement".
 - 5.7.2. Install and use OCTO-approved third-party mobile device management software on the device.
 - 5.7.3. Limit personal use, in frequency and duration, including incoming and outgoing calls, to the greatest extent possible.
 - 5.7.4. Exercise prudent and reasonable care of any DC government-issued mobile device and accessories: maintain mobile devices and accessories in the condition in which they were issued, absent normal wear; save the box in which the mobile device and accessories were provided.
 - 5.7.5. Password protect the mobile device as per the Password Management Policy.
 - 5.7.6. Follow all applicable DC laws regarding the use of mobile devices while operating a motor vehicle. The use of non-hands-free mobile devices while driving is strictly prohibited.
 - 5.7.7. If required to conduct international DC government business using the mobile device, obtain Agency Director's or designee's permission and request an international calling plan from the Agency Director or designee.
 - 5.7.8. Immediately report a damaged, lost, or stolen mobile device to the Agency Director or designee and immediately return a damaged mobile device to the Agency Director or designee.
 - 5.7.9. Pay for the retail cost of a lost or damaged mobile device as determined by the device vendor before receiving a replacement device.
 - 5.7.10. Immediately report a stolen mobile device to the employee's local police and submit police report information to the Agency Director or designee. If the employee fails to document the theft, the device will be deemed 'lost' and the employee will be responsible to pay for its retail cost.
 - 5.7.11. Reimburse the DC government within 5 work days of receiving notice for the value of usage that exceeds the plan allowance and includes: 411 calling, international and long distance charges not business related, downloads, and picture messages.
 - 5.7.12. Return the mobile device and accessories to the Agency Director or designee upon separation from the Agency or reassignment to a new position within the DC government that does not require a mobile device.
6. **Procedures:** The DC Chief Technology Officer must create procedures in written or electronic form in accordance with this policy for Agency use and implementation.
7. **Sanctions:** Non-compliance with the provisions of this policy may result in disciplinary actions up to and including termination of employment, in accordance with District Personnel Manual Chapter 16.
8. **Exemptions:** None
9. **Policy Maintenance:** The Office of the Chief Technology Officer must review and update this policy at least annually to ensure technological currency and compliance with applicable law.
10. **Policy Enforcement:** Each DC Agency is responsible for the enforcement of this policy.
11. **Applicable Regulations and Policies:**
 - 11.1. "District of Columbia Distracted Driver Act of 2004" (D.C. Law 15-124; D.C. Official. 7. Code § 50-1731.01).



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12. Reference Documents:

- 12.1. Landline Telephone and Mobile Electronic Communications Device Usage Procedures (<http://octo.in.dc.gov/node/164673>)
- 12.2. Tablet Usage and Procurement FAQs (<http://octo.in.dc.gov/node/164674>)
- 12.3. Virtual Private Network Policy (OCTO – 2060.0) (<http://octo.in.dc.gov/publication/virtual-private-network-vpn-policy>)
- 12.4. Password Management Policy (OCTO – 2003.0) (<http://octo.in.dc.gov/node/164748>)
- 12.5. Telecommunications Service Acquisition Policy (OCTO – 1072.0) (<http://octo.in.dc.gov/node/164670>)
- 12.6. OCP Request for Excess Property (<http://ocpapps.in.dc.gov/ppd/ppd.asp>)

13. Definitions:

Mobile Electronic Communications Device	Device used by subscribers and other users of wireless telephone service to access the wireless service. Mobile devices include cell phones, smart phones, tablets, or any other handheld device that allows access to wireless service.
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