# COMMONWEALTH OF PENNSYLVANIA

# HEALTH & HUMAN SERVICES DELIVERY CENTER

# INFORMATION TECHNOLOGY PROCEDURE

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| Name of Procedure: Use of Wireless Communications Devices | Number: |
|  | **PRO-ENSS001** |
| Domain: | Category: |
| **Network** | **Wireless Telephones** |
| Date Issued: **07/16/2007** | Issued by Direction Of: |
|  |  |
| Date Revised:  |   |
| **08/05/2020** | **Howard Eckman, Operations Optimization and Support Manager** **Health & Human Services Delivery Center**  |

**General:**

A Wireless Communications Device transmits and receives data, text, and/or voice without being physically connected to a network. This definition includes but is not limited to such devices as cellular telephones and wireless data devices (e.g., iPhones and Air Cards). The portability, small size, coverage area and capabilities of these devices make them an attractive option for a variety of data communication needs.

The Health and Human Services Delivery Center (HHS DC) through the Technology Services Office (TSO) currently provides these devices to individuals that have proven that they have a legitimate need for such a device. HHS DC supports the Departments of Health (DOH), Human Services (DHS), Aging (PDA), Drug and Alcohol Programs (DDAP) and Military and Veterans Affairs (DMVA).

**C****ommonwealth Policy**

The Commonwealth has issued [MD 240.11](https://www.oa.pa.gov/Policies/md/Documents/240_11.pdf)Commonwealth Wireless Communication Policy addressing the use of these devices. The directive states that it is the individual agencies’ responsibility to monitor and control the use of such devices and to advise its workforce in proper and acceptable use of them.

**HHS DC Policy**

For a variety of reasons some individuals require the use of such devices in the course of performing their normal duties as an employee. HHS DC has issued p[olicy “Use of Wireless Communications](http://pwishbgfnt30/idmws/doccontent.dll?library=ProductionDB%5eProductionDB&id=003898576) Devices” that establishes departmental policy regarding the use of wireless communications devices.

**Procedure:**

This document shall establish departmental policies and procedures regarding the acceptable use of Commonwealth issued wireless communications devices and the procedures for procuring and monitoring their use.

 This document outlines

* Requesting a wireless device
* Procurement procedure
* Responsibility of users’ supervisor and program office wireless device point of contact
* Terms and conditions of wireless device usage
* Exchanging and upgrading wireless devices
* Reporting the accidental loss or theft of such devices/media

**Requesting a Wireless Device**

Anyone that wishes to obtain a Commonwealth issued wireless device must read and follow Management Directive 240.11 Titled “Commonwealth Wireless Communication Policy and complete a “Wireless Communication Device Justification and Acknowledgement form”. This form should be obtained from your program office point of contact for wireless. The requester must sign the request form acknowledging that they have read and understand the wireless communication device policy and applicable subscription plan and that they will adhere to the established policy and abide by the term of the subscription plan. The form requires you to state your reason for needing the device after which the form will be forwarded to the Deputy Secretary for that Program Office for their approval. Then it is forwarded to the agency Deputy Secretary or designee with operational responsibility for the management of wireless communication devices who will have the final approval on any wireless communications devices. A copy is forwarded to the Telecommunications Unit and a copy will be filed in the Employee’s Official Personnel Folder.

**Procurement Procedure**

Procurement of wireless communication devices and subscription services is to be in strict adherence with the contractual agreement between the Commonwealth and its wireless technology service providers. No wireless technology shall be purchased from vendors outside the approved statewide contract. The terms of these agreements have been carefully negotiated to provide the Commonwealth and its agencies with the maximum buying power for devices and services. Any variances from the policies and procedures created in each contract may lead to erosion of the value and cause agencies to incur additional and unnecessary costs. Agency comptrollers should not approve expenditures for wireless communication devices that fall outside the scope of the approved statewide contract, without a waiver from the Office of Administration (OA), Deputy Secretary for Information Technology.

All wireless equipment and service plans for the HHS DC will be ordered by the HHS DC TSO Telecommunications Unit. Program Offices have assigned Points of Contact (POC’s) who submit their wireless orders in accordance with HHS DC TSO’s Wireless Contract Management Process. Contact the HHS DC TSO Telecommunications Unit at (717) 772-72331 for details regarding the submission of wireless orders.

**Responsibility of requestor’s supervisor and program office wireless device point of contact**

HHS DC program office supervisors and points of contact are responsible for controlling and managing wireless devices and related services.  All usage must comply with all applicable federal laws, state laws, rules, and regulations.  Any improper use of Commonwealth-issued wireless devices may result in employee disciplinary action up to and including termination.

Supervisors and program office points of contact must ensure that the issuing of wireless technology is employed based on the allocation process detailed in the MD 240.11, Enclosure 1 “Guidelines for Wireless Communication Device Allocation”.  Every employee with a Commonwealth-provided wireless device must have signed Enclosure 2 of MD 240.11 titled “Wireless Communication Device Justification and Acknowledgement Form”, stating that the employee is aware of and understands this wireless communication policy and his/her wireless communication plan.  The Program Office Deputy Secretary must also sign the “Wireless Communication Device Justification and Acknowledgement Form” maintaining that the device was issued for one or more of the guidelines stated in the “Wireless Communication Device Justification and Acknowledgement Form”.  A copy of this documentation will reside in the employee's Official Personnel Folder.

The **use** of Commonwealth-provided wireless communication devices is intended for Commonwealth business purposes.

**(1)** Employee personal use of wireless equipment is not allowed unless warranted by an emergency situation.  If the wireless device is used for a non-business, emergency-related reason, the employee shall notify his/her supervisor of the usage and the reason for it as soon as possible.  Any personal use by employees should be infrequent, occasional, and of limited duration, such as in an emergency situation or when no other means of communication is readily available.  In such cases, employee reimbursement will not be required, although employees are expected to notify their supervisors of such a call.

**(2)** In the event of personal use for non-business, non-emergency related reasons, including both incoming and outgoing calls, employees shall notify their supervisor of the use and the reason as soon as possible.  Individuals will be responsible for the cost of personal use.

When it is reported that a wireless device is used for personal use the program office wireless device point of contact must compute the charge per minute plus all applicable taxes based on the plan in effect for that device. Employees must reimburse the Commonwealth for all personal use even if they do not exceed the minutes allowed under the plan at the end of each calendar quarter; quarterly totals that are less than $1.00 will be waved. **Employee’s personal checks to reimburse the Commonwealth for personal calls should be made payable to the “Commonwealth of PA” and sent to the following address for processing.**

 HHS DC TSO Telecom Reimbursement Officer

 Room 2, Willow Oak Building

 DGS Complex 2

 P.O. Box 2675

 Harrisburg, Pa. 17105

Supervisors and program office points of contact should monitor and review usage and overage charges for non reported personal use of a wireless device. The Agency Telecommunication Management Officer (TMO) will have the ability to use the following tools to monitor the appropriateness of use.

  **(1)** A vendor-provided cellular management software package.

  **(2)** Monthly management information reports showing usage and highlighting overage charges.

  **(3)** Semiannual Commonwealth-wide reports to allow the Bureau of Infrastructure and Operations (BIO) to monitor agency's monitoring successes.

  **(4)** Vendor-provided assessments of plans to facilitate comparisons between existing and potential cost-saving plans.

Agencies can assign and delegate the role of management of this data as appropriate; however, it must be traceable and available upon request from the Governor's Office.  Vendors will provide data for analysis on a regular basis to the individual(s) identified by the agencies.

**Terms and Conditions of Wireless Usage**

Employee personal use of wireless equipment is not allowed unless warranted by an emergency situation.  If the wireless device is used for a non-business, emergency-related reason, the employee shall notify his/her supervisor of the usage and the reason for it as soon as possible.  Any personal use by employees should be infrequent, occasional, and of limited duration, such as in an emergency situation or when no other means of communication is readily available.  In such cases, employee reimbursement will not be required, although employees are expected to notify their supervisors of such a call. Individuals will be responsible for the cost of personal use.

Employees are not to alter the terms of their wireless agreement in any way without consultation with the agency Telecommunication Management Officer (TMO).  Any feature changes may fall outside of the realm of the existing contract, thereby incurring additional and unauthorized charges to the Commonwealth.  Any individual plan or feature changes must be done through the TMO.

Employees are to be aware of the dangers associated with driving while using wireless devices, which can distract a driver's attention from the primary job of responsible driving.  While no statewide law currently exists preventing the use of wireless devices while driving; several Pennsylvania municipalities have enacted local laws against this practice.  Employees are strongly encouraged to avoid using wireless devices while driving, particularly while driving a Commonwealth vehicle.

A wireless device is only to be used by the individual to whom it is issued.

The allocation and use of wireless technology is not an entitlement for an employee.  There is no requirement that any employee be issued wireless devices. Therefore an employee’s supervisor or program office wireless device point of contact may require an employee to return a Commonwealth owned wireless device at any time.

**Exchanging and upgrading wireless devices**

No employee or HHS DC program office wireless device point of contact is permitted to exchange, upgrade, or substitute a wireless communication device without approval of the agency Deputy Secretary or designee with operational responsibility for the management of wireless communication devices.  For example, an employee shall not replace a cellular telephone with a wireless data device (Blackberry) without the prior approval of the appropriate Deputy Secretary.  Equipment upgrades to existing service plans for employees who have already been approved by the Deputy Secretary need not process Enclosure 2 of MD 240.11.

**Reporting the accidental loss or theft of wireless devices**

The loss or theft of a Commonwealth wireless device must be reported to the employee’s supervisor and/or program office wireless device point of contact within one working day. Failure to report the loss or theft may result in the employee being held responsible for reimbursement to the Commonwealth for any and all usage incurred during the period that the device was not reported lost or stolen. Program Office Points of Contact can contact the appropriate vendor and temporarily suspend the service until the equipment is found and service is restored or replace the equipment as required.

**Refresh Schedule:**

All policies and procedures and referenced documentation identified in this document will be subject to review and possible revision annually or upon request by the HHS Delivery Center Domain Leads.

**Procedure Revision Log:**

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| **Change Date** | **Version** | **Change Description** | **Author and Organization** |
| 07/16/2007 | 1.0 | Initial Creation | R. Sage/ R. Whaples |
| 06/29/2010 | 1.0 | Reviewed | Matt Messinger |
| 02/25/2011 | 1.0 | Reviewed content – No changes | Doug Rutter |
| 11/18/2013 | 1.0 | Reviewed content – No changes | Matthew Messinger |
| 03/27/2015 | 1.1 | Reviewed, changed DPW to DHS | Bob Gordon, BIS-DTE |
| 03/07/2016 | 1.1 | Reviewed content – No changes | Aamir Qureshi, BIS-DTE |
| 03/19/2020 | 1.2 | Organization changes, reviewed content | M Baddorf / H Eckman |
| 08/05/2020 | 1.3 | Signature removed. | P.Gillingham |