

Cell and Smartphone Devices Policy



CHAPTER: 13 Information Technology SECTION: 13 SUBJECT: 00 Cell Phones and Smartphone Devices	POLICY #: 13.13.00
	DEPARTMENT: Information Technology
	EFFECTIVE DATE: March 1, 2018
	CITY MANAGER: Michael W. Goodrum
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This policy is currently being reviewed.

13.13.01 PURPOSE

The purpose of this policy is to describe the regulations for cell phone and smartphone device administration, procurement of these devices, business and personal use, department accountability/responsibility, individual responsibilities, and service providers.

13.13.02 SCOPE

This policy covers all employees and elected officials who use cell phones and smartphone devices. It does not include permanent vehicle-installed or hand-held two-way (trunked) radios. This policy ensures operationally responsive and cost effective use of all cell phones and smartphone devices. City of Coral Springs employees issued any device(s) as described above must observe and comply with this policy.

The City will provide cell phones and smartphone devices to employees and elected officials for business purposes, to be used as communications and computing tools including text messaging. Since their use and locally stored data may be subject to the State’s Public Records Laws, there should be no expectation of privacy. Each user is responsible and accountable for the content and use of these tools. Should a personal device be used for business purposes, the employee must comply with public records laws including archival of data. See attached Appendix A for more information on records requirements.

All City business communications shall be conducted through the Outlook mobile email platform and/or Workplace Messenger. Any City business conducted outside of the mobile mode will be subject to public records and is the responsibility of the employee to retain those messages in accordance with Florida Statute.

The City recommends employees utilize Workplace Messenger for all work related text messages to ensure the required retention and archiving processes are applied.

13.13.03 DEFINITIONS

- Cell Phone and Smartphone Device administrator – Individual(s) within a department responsible for all administrative functions associated with cell phones and smartphone devices.
- Cell Phone and Smartphone Devices – As used in this document, includes all wireless handheld voice and data communications devices, camera phones, smart phones and similar technologies, etc.
- Trunked Radio – The two way radios, primarily used by field personnel. These radios can be either a hand held or vehicle-installed device. They are used like police radios for talking to groups and generally have a base station or a central dispatch function associated with the use. These units are exempted from this policy.
- Approved Vendors – Service providers who have been approved and certified by public sector entities (who have joined together in cooperative contracting in order to achieve cost-effective and efficient acquisition of quality products and services).

13.13.04 PROVISIONS

This document supersedes all other references to cell phone and smartphone device use regarding policy, procedures, and/or regulations and shall be re-assessed as needed to determine its effectiveness and appropriateness.

13.13.04.01 *Cell Phone and Smartphone Device Administration*

The most effective strategies for managing cell phone and smartphone device costs are:

- Ensure that employees are matched up to the carrier plan that best meets their needs and results in the best value at the lowest cost.
- Ensure that cell phones and smartphone devices are provided to those employees that require one for the conduct of City business.
- Ensure that utilization is understood as a cost concern in the organization and that cell phones or smartphone devices are used in the most efficient and cost effective manner.
- Ensure that the department director or his/her designee review requests and that a process is in place to ensure compliance with City policy and review on a monthly basis.

Each department, division, or unit will have an assigned person responsible for cell phone and smartphone device administration. This staff member must stay current on the changing products and services from the authorized carriers and be able to properly match employees to the right plan. When a new employee is hired who needs a cell phone or smartphone device, the assigned staff member will help guide them toward selecting the appropriate solution and equipment. ***See the City Intranet web site for a current list of cell phone and smartphone device administrators.***

13.13.04.02 Procurement of Cell Phones and Smartphone Devices

Activation of service must be requested through vendor(s) approved by Information Technology and processed by the department's cell phone and smartphone device administrator. Note the selection of approved vendors is subject to change; always contact the Information Technology service desk for the most current listing of approved vendors.)

Cell phones and smartphone devices may be reassigned and remain within the department if the individual to whom the device was originally assigned is no longer associated with a department.

Procurement (purchasing new equipment; activation/termination of service; repair and/or replacement of damaged, lost, or stolen equipment; periodic replacement and upgrading to new technology, etc.) and Administration (reassignment/transfer, monitoring usage, reviewing usage charges, paying invoices, managing the budget, etc.) of all City of Coral Springs cell phones and smartphone devices will be done through a department or division's cell phone and smartphone device administrative function. Information Technology personnel will be available for assistance with procurement, billing, and administration questions.

If the use of the cell phone or smartphone device is for off-hour purposes by non-exempt employees, pre-approval by the Director of Human Resources is also required to ensure compliance with the Fair Labor Standards Act.

13.13.04.03 Business Use of Cell Phones and Smartphone Devices

As a City employee or elected official, you are eligible to have a City cell phone or smartphone device if a valid City business purpose is identified and meets specific service criteria. However, due to financial constraints, meeting these criteria by itself does not guarantee participation. The cell phone and smartphone device administrator will process approval requests for these devices and related services.

Criteria for issuance/approval are as follows:

13.13.04.03.01 Elected Official: Requires ready access to City management and citizens in the conduct of your official duties.

13.13.04.03.02 Management: In a managerial role and a critical component of the job responsibilities is to be in contact with staff, citizens, or other management.

13.13.04.03.03 Work Location: The job often takes the employee away from their primary work location to complete work assignments.

13.13.04.03.04 Emergencies/Public and Personal Safety: Participates in the emergency response activities and could be called upon to solve critical issues that may arise during the day, or when possession of a cell phone or smartphone device may be necessary for an employee's personal safety.

13.13.04.03.05 On-Call: The employee is either on call or expected to respond to problems during non-business hours.

13.13.04.03.06 Efficiency: Wireless phones and other wireless communication equipment should be provided to improve customer services and to enhance service efficiencies.

These devices may not be connected to the Internet, data network, or e-mail without review and approval from the department head and appropriate Information Technology Department contact.

13.13.04.04 Reimbursement for use of personal cell phones for City business

Elected officials will be eligible for a monthly communication allowance in the amount of \$50.00 if they choose to retain a personal cell phone in lieu of selecting a City issued communication device (cell phone or smartphone device). If at anytime a City issued communication device is issued to an elected official, the communication allowance will end. The payment of an approved communication allowance will be made through the City's payroll department and is considered a taxable fringe benefit. The phone call records related to City business are subject to the State's Public Records Laws. Records must be submitted in accordance with timelines established by state law.

Approved employees will be eligible for a bi-weekly allowance subject to approval by a Deputy City Manager.

Senior Staff are eligible for a stipend to equal \$1200 annually.

13.13.04.05 Personal Use of Cell Phones and Smartphone Devices

City-owned cell phones and smartphone devices should be used primarily for business. There may be occasional instances where personal use is necessary. In those instances, the employee or elected official who has accepted a City issued communication device, shall reimburse the City for such use in excess of two (2) minutes at a standard rate of .06 cents per minute,

regardless of the usage plan provisions for minutes and data connections. The reimbursement process will be the responsibility of the department.

13.13.04.06 Department Accountability/Responsibility

13.13.04.06.01 Department oversight and review: All departments must compile a list of all cell phones smartphone devices, and calling plans currently in use. The intent is to allow for quick access to summary information at the request of the City Manager's Office. If an employee's incidental calls exceed business call volume, the employee must acquire a personal phone.

13.13.04.06.02 Traceability and audit ability of cell phone and smartphone device expenditures: Accounts should be established for cell phone and smartphone device expenditures and should be used by the responsible departments. These account codes should be established for base charges, wireless airtime and equipment and supplies.

13.13.04.06.03 Cell phone and smartphone device administrator:

- Requires the authorized City user to sign the employee certification to verify acceptance and understanding of the Cell Phones and Smartphone Devices Policy.
- Verifies the accuracy of each monthly bill – any discrepancies must be researched and resolved.
- Monitors and reviews employee cell phone and smartphone device usage periodically to ensure that use is appropriate and that prudent fiscal management guidelines are followed. Monitoring/reviewing is defined as monitoring of plan usage by individuals to maximize the plan benefits and recommend changes as needed for overall cost savings.

13.13.05 RESPONSIBILITIES

13.13.05.01 Employee: An overarching concern of the City is the personal safety of staff and the public at large. Therefore, staff and City officials should use proper safety procedures at all times when using a cell phone or smartphone device, especially while operating equipment, driving on City business, or performing similar duties. Cell phone and smartphone device usage is subject to audit and there is no expectation of privacy for devices provided by the City.

The employee to whom a cell phone or smartphone device is assigned is responsible for the following:

- Safeguarding the equipment and controlling its use. The theft of equipment should be reported within 24 hours to their cell phone and smartphone device administrator and to the Police Department for a theft report.

- Reimburse the City for repair or replacement cost of a damaged, lost, or stolen cell phone or smartphone device, if its damage, loss or theft was due to their negligence (to be determined by Risk Management).
- Review the monthly billings, verify the accuracy of the billing, and identify any calls that were not official business.
- Reimburse the City for unauthorized use per department policy.
- Return the device to their cell phone and PDA Administrator when it is no longer required to carry out their work assignments or upon termination of employment with the City. (Users must reimburse the City for the replacement value if they do not return the device.)
- Request all upgrades through their cell phone and smartphone device administrator.

13.13.05.02 Department Directors:

- Ensure that requested use is substantiated by business necessity and approved in advance.
- Monitor usage and address any concerns that appear to be in conflict with City policy.

13.13.05.03 Information Technology: Provides deployment and ongoing support of cell phones, and smartphone devices during business hours (8 am through 5 pm, Monday – Friday). Deployment includes configuration and training on features and software, and remote access products. Normal support for malfunctioning devices and services is one (1) business day.

13.13.06 ADMINISTRATIVE REPEAL

The provisions contained herein supersede and replace all prior Administrative policies on cell phones and smartphone devices dated from July 1, 2006 to present.

APPROVAL

City Manager:	<u>Michael W. Goodrum</u>
Human Resources Director:	<u>Dale Pazdra</u>