



## ACCOUNTING POLICY AND PROCEDURES (APP) MANUAL

TOPIC: Section 10 – Special Expense 8.0	EFFECTIVE DATE: 07/26/1993
TITLE: Cellular Phone Policy and the DHS Internal Cellular Procedures, Acquisition and Reimbursement	REVISION DATE: 11/12/2014
AUTHORIZED BY: Director, Bureau of Fiscal Services	

### BACKGROUND

The following are policy and procedures on the acquisition and use of cellular phones. The purpose of this policy is not to restrict legitimate uses of this technology, but rather to ensure that it is used appropriately.

This information is being distributed to state agencies from the Department of Administration (DOA). The Department of Health Services (DHS) is complying with the DOA information. Please distribute and/or post this information so that all state employees are aware of the new policy provisions.

### POLICY

The policies stated below come from the DOA policy announcement. They have been copied into this APP to assure that DHS is in compliance with DOA requirements.

The purpose of this announcement is to establish the state's policy on the use of state-purchased cellular phones and service and to define the requirements for use in state government. State employees should receive a copy of this policy if they presently have, or at the time they are issued, a state cellular phone.

**Cost Justification Requirements:** Cellular phones and services are provided for official state business use only and are made available to employees in positions where the associated benefits justify the additional operating costs. Employees who travel or have job responsibilities that include being outside of the office or are continuously on call for extended periods may be good candidates for a state-assigned cellular phone. While less costly alternatives, such as landlines/desk phones, pagers and state contract calling cards, should be used to meet most basic communication needs, cell phones may be used when it is more cost effective and efficient to do so.

Cellular phone equipment and service, as authorized by management, may be purchased for employees who have a continuing need to utilize mobile communications to perform their job duties. State agency division administrators, university officials or their designees must review and approve requests for cellular equipment and services consistent with their internal procedures. The state's contracted basic equipment package will in most cases provide the technical resource to effectively conduct official state business. Enhanced equipment or features not included in the basic cellular contract and monthly pricing must be cost justified and approved by agency division administrators, university officials or their designees.

**Employee Safety:** Safe use of wireless services is of the utmost importance, so employees are responsible for using that service in a safe, prudent, and legal 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 be turned off in either situation, allowing voice calls to go into voicemail and email/text messages to stay in queue during that time.

Performing any task that requires use of a keyboard or touch screen, including, but not limited to, accessing applications such as email, calendar, contacts, text messaging, or the internet, is expressly prohibited during those situations. If it becomes unavoidable to use the voice portion of the wireless service in those situations, precautionary measures should be taken, including:

- Using 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.
- Letting someone else drive the vehicle or operate the equipment if you are expecting an important call.
- Letting the caller know you are driving a vehicle/operating equipment and indicating that you will return the call as soon as possible when it is safe to do so.
- Stopping 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 or equipment while using a wireless device.

**Security:** All state-provided devices and/or personally funded wireless devices connected to enterprise email functionality via the BlackBerry Enterprise Server or the Activesync must accept the wireless security policy published to the device by the enterprise email environment. For example, these devices must have applicable password security enable at all times when users have access to state data and files. Users who have lost their device or suspect that there has been unauthorized access to their data or files must contact their agency's helpdesk immediately. Services may be suspended until the security issue is resolved.

**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 agency 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.

**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.

**Pool Phones:** Whenever frequency of use does not justify individual assignment, state-owned cell phones should be shared or pooled to minimize the number of personal cellular phone assignments.

**Individual Assignment:** When pooling or sharing of state-owned cell phones does not meet operational needs, an employee may be individually assigned cellular phone equipment. Employees must acknowledge the receipt and acceptance of the conditions for the individual assignment of a state-owned cell phone on the Acknowledgment of Receipt of Enterprise Wireless Services Policy (DOA-5800) developed for this purpose. The supervisor is responsible for keeping this form on file for the duration of the individual assignment of a cellular phone to an employee.

When the employee leaves their position or is no longer an authorized user, the state cellular equipment must be turned in to their supervisor, or the state number removed from the employees personal cellular phone if the account is set up that way. State-owned cellular phones are assigned to meet state business needs and are not a part of any state employee benefit program.

**Use of a State Cellular Phone for Personal Calls:** State-owned cellular phone equipment and service is intended for state business. Personal use of state-owned cellular phones is prohibited, except for essential personal calls and calls otherwise permitted under agency policy. 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 phone. 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.

**Monthly Cellular Bill Review:** Employees are responsible for keeping track of and identifying their personal calls. Any personal use of a state cell phone, including essential personal calls, should be identified by the employee and discussed monthly with his or her supervisor or other employee assigned to review and approve the monthly cellular phone bill. 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.

Annually, supervisors must conduct a review of the individual cellular phone assignments to determine if there is a continuing need and if it is cost justified. Supervisors should contact their agency or university telecommunications manager when a determination is made to discontinue a service agreement or turn in equipment.

**Use of an Employee-Funded Wireless Services:** Employees may, at their own initiative, use personally funded wireless services for state business as needed with the following guidelines:

- The state will not reimburse employees for personally funded wireless services, features, applications or equipment.
- Connection to enterprise email functionality via the BlackBerry Enterprise Server or MDM Activesync is permissible, but (1) the agency must pay for any enterprise connection/license fees and (2) the employee must sign an Enterprise Connection Waiver, agreeing to all terms of connection.
- The employee's supervisor or a designated individual is responsible for obtaining a signed Enterprise Connection Waiver 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.

- Connection to enterprise email functionality via Outlook Web Access is permissible, but employees are responsible for resolution of all connection/support issues.
- The basic compliance policies above also apply to the use of personally funded wireless services in performing state business.

**Number Portability:** In the event of a change of vendors in the state's cellular 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 comingling personal and business calls.

**Dual-Purpose Cellular Phone Equipment:** For the time an employee is authorized to use an individually assigned state cellular phone, their employer may permit a personal cellular number to be added to a state-owned cell phone or the state number to be added to the employee's personal cellular phone as long as the personal billing account statements are kept separate from the state business billing account statements. This will eliminate personal calls from being made on the state's cellular service, business calls from being made on their personal cellular service, and the need to carry two phones.

**Contract/Contact Information:** The state's mandatory contract, RFP-3066, for Statewide Wireless Telephony and Broadband Plans, Equipment and Support **Error! Hyperlink reference not valid.**

(<http://vendornet.state.wi.us/vendornet/asp/ContractDetail.asp?SystemContractNumber=2804>) must be utilized to purchase cellular equipment and services, and staff must comply with all contractual terms, conditions, ordering and maintenance procedures. Exemption requests must be directed to and approved in advance of the purchase by the Voice Services Section (608-266-1032), Bureau of Business Services in the Division of Enterprise Technology.

### **Acquisition Guidelines**

The following are procedures on the acquisition and use of cellular phones. The purpose of this policy is to add clarification to the Enterprise Policy specifically as it relates to internal DHS procedures.

The Department restricts use of cellular phone service to those business situations that can be justified as the most cost-effective alternative and which fit at least one of the following criteria:

- Job responsibilities and travel status require regular communication, utilizing voice or data.
- Security risk is substantially reduced for field assignments in high-risk settings or high-risk transportation of clients.
- Emergency response activities.
- Accommodation for personnel with physical impairments which severely limit their use of non-accessible public telephones.

Alternatives that should be considered prior to submitting a cellular phone request are:

- Paging equipment.
- Credit cards to be used from public telephones.
- Wireless mobile devices.

## **PROCEDURES**

### **Obtaining Cellular Service**

Requests for cellular phone service require the approval of the division administrator or designee prior to submittal.

1. A supervisor, division telecom coordinator, section or bureau head receives a request for cellular phone service.
2. The request is reviewed based on criteria outlined above.
3. If a request meets the Department criteria and is approved by the division administrator or designee, it is then sent to the division's telecommunications coordinator. Coordinators fill out the appropriate cellular form and submit to the Department telecommunications office for processing. Requests for new service must be accompanied by the division administrator or designee approval electronic signature or separate email.
4. Upon receipt of the request, the Department telecommunications office submits the request to the appropriate cellular provider on the state cellular contract. Per the state's contract, orders will only be accepted by the vendors from the designated telecommunications manager's office of each state agency or university.
5. When the equipment has been delivered and a cell number has been assigned, the telecommunications coordinator arranges for delivery within their area or, upon ordering, may request direct shipment, for example, to a field office. The Department telecommunications office informs the division telecommunication coordinator of the new number assignment. It is the responsibility of each telecommunications coordinator to keep a database of all cellular phones within their division or institution. The database should include the following minimum information:
  - Employee name(s)
  - Cellular #(s)
  - Vendor name
  - Type of cellular phone (make, model)
  - Serial number
  - Other wireless vendor identification number (ICC ID, IMEI ID)
  - Identification of any special plan or billing package other than the standard plan
  - Account number
  - Date of activation (optional)
  - Date of deactivation (optional)

Accurate, up-to-date information on cellular service must be available upon request by the Department telecom manager or any supervisor or upper management.

### **Requirements for State-Purchased Cellular Phones**

1. Cellular phones must be kept under appropriate management control and limited to only the highest priority needs.
2. Cellular phones should be shared or pooled whenever possible to minimize the number of personally assigned units.

3. Cellular phones are approved based on job responsibilities; are assigned to the position, not the individual; and should remain with the position if turnover occurs.
4. Personally assigned cellular phones must be recorded on the state-owned property listing form and returned to the supervisor upon termination.
5. Divisions should purchase cellular phones that are portable and allow hands-free use in vehicles. The DHS Office of Telecommunications office can assist with equipment and service agreement acquisition.
6. Divisions are responsible for monitoring cellular phone use of employees. Upon request, monthly cost reports should be shared with the DHS Office of Telecommunications.
7. Divisions are responsible for entering all pertinent information on each cellular phone purchased into their property management system.

### **Employee-Owned Cellular Phones**

This practice should be avoided to limit reimbursement requests from employees at phone rates that are less economical than the state's contracted rates. In the event that an individual uses their personal cellular phone to conduct state business and makes a reimbursement claim, only actual, verifiable costs attributable to the state business call(s) will be reimbursed by submitting a travel voucher through his or her supervisor. If reimbursement requests are routinely submitted, the supervisor should consider the assignment of a state-provided cellular phone or number to the individual employee.

Only portable cellular phones can be used for this purpose. Employee cellular phones may not be attached to or installed in any state-owned vehicle.

Neither the Department nor the state of Wisconsin assumes any liability for personally owned cellular phones if they are lost, stolen, or damaged in any way.

Employees may be reimbursed for state business calls on their own cellular phones; however, cellular access charges are entirely the responsibility of the employee.

In order to be reimbursed, the following conditions must be met:

1. Reimbursement requests should be made on a travel voucher.
2. A copy of the detailed phone bill must be attached to the reimbursement request. If the cellular provider does not provide a detailed billing, the employee must request that they do so in order to be reimbursed. If the copy of the bill does not list whom the calls were made to, the employee will need to provide that information. This information should include the phone number called and the person and/or the agency called. Employees must be prepared to justify unusual phone charges when requested.

This has been updated to take into account cellular plans with free minutes. This change is to state there is not a cost to the state until all the free minutes are used up. Once all the free minutes are used up, then there will be an out-of-pocket expense and the state will reimburse the employee for the business call.

3. For those employees in the Quality Health Care Bargaining Agreement who are authorized to use a personal cellular phone in the course of business, the agency will reimburse the employee \$10 a month toward user fees upon agency verification of employee contract with a cellular phone service. The employee needs to attach the current cellular agreement to the travel voucher.

#### **FORMS**

Acknowledgment of Receipt of Enterprise Wireless Services Policy, [DOA-5800](#)

#### **REFERENCES**

[DOA Enterprise Wireless Policy](#)

#### **CONTACTS**

Questions regarding the procedure for requesting approval to purchase cellular phones should be directed to:

[Cell Phone/Telecommunications Coordinator, Office of Telecommunications](#)

Questions regarding reimbursement for state business calls on a personally owned cellular phone should be directed to:

[Unit Supervisor, Expenditure Accounting Section, BFS](#)