



## ACCOUNTING POLICY AND PROCEDURES (APP) MANUAL

TOPIC: Section 10 – Special Expense 8.0	EFFECTIVE DATE: 07/26/1993
TITLE: Mobile Device Policy and the DHS Internal Procedures, Acquisition and Reimbursement	REVISION DATE: 03/27/2018
AUTHORIZED BY: Director, Bureau of Fiscal Services	

### BACKGROUND

The following policy and procedures are for the acquisition and use of mobile devices and wireless services. The purpose of this policy is not to restrict legitimate uses of this technology, but rather to ensure that it is used appropriately.

The Department of Health Services (DHS) is complying with state policy for use of mobile devices.

### POLICY

**Cost Justification Requirements:** Mobile devices 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 mobile phones. While less costly alternatives, such as landlines/desk phones, should be used to meet most basic communication needs, mobile phones and devices may be used when it is more cost effective and efficient to do so.

Mobile 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 equipment and services consistent with procedures set forth by DHS. The state's contracted basic equipment package is to be used to provide the technical resource to effectively conduct official state business. Enhanced equipment or features not included in the basic contract and monthly pricing must be cost justified and approved through the iOS Device Request process in DHS.

**Safety and Security:** Safe use of wireless services and security of equipment are of the utmost importance, so employees are responsible for using that service in a safe, prudent, and legal manner. Security procedures and policies are found on the DHS iOS Home page and on the Security, Privacy and IT Policy/Standards DHS Web site. These should be reviewed by employees using state authorized mobile and 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.

When the employee leaves their position or is no longer an authorized user, the state wireless equipment must be turned in according to the DHS procedures. State-owned phones are assigned to meet state business needs and are not a part of any state employee benefit program. Questions should be referred to the Communications and Mobile Device Section (CMDS) in The Bureau of Information and Technology (BITS).

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

**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. The only reimbursement that may be considered is for state business calls as described under “Procedures for Employee Owned Mobile Phones” below.

## PROCEDURES

### Acquisition Guidelines and Obtaining Mobile Device Service

**Contract/Contact Information:** The state’s mandatory contract must be utilized to purchase cellular equipment and services, and staff must comply with all contractual terms, conditions, ordering and maintenance procedures. These requirements will be provided to employees when requesting a mobile device as explained in the procedures below.

The Department restricts use of mobile services to those business situations that can be justified as the most cost-effective alternative and which fall under the following guidelines:

- 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 telephones

Requests for mobile services must follow the iOS Device Process and be approved.

1. The steps to acquire the service are found on the [DHS iOS Web Home Page](#). This includes the “Request for iOS Application Materials and Instructions.
2. Questions and technical issues to resolve should be sent to the Communication and Mobile Device Services Section (CMDS) in BITS.

### Employee-Owned mobile Phones-Reimbursement

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. If reimbursement requests are routinely submitted, the supervisor should consider a request of a state-provided phone for 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.

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 via STAR through the submission of an expense Report.
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 and unlimited calls. This change is to acknowledge there is not a cost to the state until all the free minutes are used up. Once all the free minutes are used up, there could be an out-of-pocket expense that the state will reimburse the employee for the business call.

## **REFERENCES**

[DHS iOS Homepage](#)

## **CONTACTS**

Questions regarding the procedure for requesting approval to purchase mobile devices and iPhones should be directed to:

[DHS Communications and Mobile Device Services Section \(CMDSD\)](#)

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

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