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Joe M. Allbaugh, Director Oklahoma Department of Corrections		Signature on File	

Cellular Telephone Services and Devices

The agency cellular telephone services and devices will be managed through the Communication Device Unit. Cellular devices are allocated to facilities/units based on operational needs as determined by the Oklahoma Department of Corrections (ODOC) Chief of Operation’s office.

I. Purpose

The purpose of this procedure is to provide guidelines and outline responsibilities for the administration of the agency’s cellular telephone services and devices.

II. Definitions

A. ODOC Communications Device Unit (CDU)

The centralized unit responsible for the management, operation, and maintenance of agency cellular communication devices.

B. MobileIron

An application used by the agency to secure and manage applications, documents, and other content on mobile phones and tablets. MobileIron provides CDU with information about the device including carrier, country, device make and model, the operating system (OS) version, cellular number, agency email and its security state.

III. Requests

A. Types of Cellular Phones

The ODOC utilizes two types of cellular phones: basic cellular phones and smartphones.

1. Basic cellular phones will be issued to those staff members who require only to be reached by voice or Short Message Service (SMS) when away from their assigned work location.
2. Smartphones will be issued to staff members who are required to be reached by voice or SMS when away from their assigned work location or who need to access e-mail functions and work with documents remotely or have the need to take higher quality photographs remotely as a part of their job.

B. Internal Purchase Request (IPR) System

All cellular phone requests must be submitted through the Internal Purchase Request (IPR) system. Each request will provide the following information:

1. Staff member's name;
2. Staff member's assigned facility/unit; and
3. Justification for a staff member to be assigned a cellular phone, with a detailed explanation for those requesting smartphones. Written authorization from the facility/unit head/deputy director needs to be attached to the request. Staff who do not require written authorization include facility heads, deputy wardens/assistant deputy directors, unit directors/heads, chiefs of security, and probation and parole officers.

IV. Identification and Inventory

All agency cellular phones (including tablets with electronic communications capability and other nontraditional communications devices) will be procured and processed through CDU.

A. Standards for Cellular Telephones

CDU will ensure that the following will be applied to each cellular device before it is issued:

1. Upon receipt of a cellular telephone by CDU, a unique property identification number and barcode will be assigned to each phone;
2. MobileIron will be installed on all devices by CDU prior to issuance to staff. MobileIron is not to be removed from any cellular phone without submitting a written request to CDU and receiving authorization to remove MobileIron;
3. An inventory identification tag reflecting the unique property identification number and bar code will be permanently attached to the cellular phone.
 - a. The property identification tag will not be removed or changed except by CDU.
 - b. If the tag becomes worn or is lost the user will contact CDU immediately at psdservicedesk@omes.ok.gov and request a new tag be issued.
4. All smartphone devices, with the exception of tablets, will be issued with an inventory control sticker and a clear plastic/rubber protective case to protect the device and to allow the inventory control sticker to be viewable with the case on. Smart phones are to be maintained in the clear protective case at all times.
5. CDU will maintain an inventory list of all agency cellular phones by the IMEI number the cellular phone number, the inventory tag control number, the user, and the facility/unit to which it is assigned.

V. Agency Owned Cellular Phone Movement Into and Around Correctional Facilities

Refer to [OP-110215](#) entitled "Rules Concerning the Individual Conduct of Employees."

A. Cellular Phone Notification to Facility

1. When approaching the entry point of any facility, regardless of security level, the user will declare an agency owned cellular phone is in their possession and the property identification tag will be presented.
2. Upon entering a secure area and/or facility, the user will again present the property identification tag to the central control officer.
3. All cellular phones authorized and carried into facilities will remain with the authorized user to facilitate rapid and constant communication through [OP-050201](#) entitled "RAVE Communications System" or through other communications process.
4. Upon exit from the secure area and/or facility, the user will present the cellular phone to the central control officer.

VI. Agency Cellular Phone Use, App Stores, Charges, and Privacy

Agency owned cellular phones will only be used for agency communications, photographs, and videos, unless in the event of an emergency.

A. Personal Cellular Phone Use

1. A personal cellular phone cannot be carried in lieu of being assigned an agency owned cellular phone.
2. Privately owned cellular phones cannot be used to perform e-mail and/or data related functions for agency business.
3. Agency assigned cellular service cannot be forwarded to privately owned cellular phones.

B. App Stores

1. An agency issued e-mail address will be utilized to create an app store account to acquire and utilize apps on an agency owned cellular phone.
2. Apps may be utilized on an agency owned cellular phone for business purposes only.
3. Apps which are deemed prohibited from use on agency devices will be monitored by CDU utilizing MobileIron. CDU will notify staff if they need to remove an app from their device.

C. Personal Charges

1. Charges incurred on agency owned cellular telephones as a result of personal use will be billed back to the assigned user for payment of plan overages on the first incident.
2. Second and subsequent incidents may be subject to disciplinary action within the full range of sanctions outlined in [OP-110415](#) entitled "Progressive Disciplinary Procedures" and result in the removal of employment from positions which require cellular telephone assignment.
3. Any charges assigned back to the assigned user will be due and payable within thirty (30) days of notification.
4. All agency-issued cell phones are the property of ODOC and the assigned employee has no expectation of privacy in the agency-issued cell phone or the data contained therein.

VII. Damaged or Lost Cellular Phones

- A. Any loss or damage of an agency owned cellular phone will be reported immediately through the user's chain of command to CDU. Any phone lost inside a facility will result in submission of an "Incident/Staff Report" ([OP-050109](#), [Attachment A](#)) through the user's chain of command to CDU.
- B. A lost or damaged cellular phone will be replaced by CDU as soon as a replacement is available. The cellular phone will be replaced utilizing CDU's current inventory, unless a new replacement can be acquired by CDU at no cost to the agency.
- C. Any employee who lost or damaged an agency owned cellular phone at least two times in a 12 month period may be subject to disciplinary action as outlined in [OP-110415](#) entitled "Progressive Disciplinary Procedures."
- D. If it is found that an agency cellular phone was lost or damaged due to negligence, the assigned employee may be held financially liable for the cost to replace the agency cellular phone.

VIII. Monthly Plan Review

A. Service Plans

CDU will review wireless service bills on a monthly basis to monitor usage and ensure each employee is on the most cost effective plan which most closely matches the user's typical usage patterns.

1. CDU will facilitate quarterly meetings with current cellular service providers to discuss rate plans, charges and equipment.

2. Recommendations for changes in plan assignment will be documented and presented to the Chief of Operations or designee for approval.
3. CDU will provide regions/units with their monthly wireless services billing for review/approval of all phones associated with their staff.
4. For CDU to properly identify which facility/unit staff the cellular device is assigned to, information will be entered into the wireless service account in accordance with "Wireless Service Account Identifiers" ([Attachment A](#), attached.)
5. Region/units will utilize "Monthly Wireless Service Bill Review" ([Attachment B](#), attached) to review monthly wireless service billing associated with their staff, to include:
 - a. Document each cellular phone number after it is reviewed on the wireless service bill.
 - b. Determine if the cellular phone number:
 - (1) Had no overages
 - (2) Incurred overages, or
 - (3) Had no use for the billing period being reviewed.
 - c. An explanation will be noted in the comment section at the bottom of the "Monthly Wireless Service Bill Review" ([Attachment B](#)) if the cellular phone incurred overages or had no usage.
 - d. Confirm if a cellular phone number is assigned to a current ODOC staff member. If it is discovered a cellular phone number is still assigned to a former ODOC staff member, CDU will be notified immediately for the service to be terminated.
 - e. The completed "Monthly Wireless Service Bill Review" ([Attachment B](#), attached) will be submitted to CDU no later than the last Friday of each month.

B. Wireless Internet

1. If a staff member is issued a communication device and also requires a wireless internet signal for a laptop, tablet, or other nontraditional communications device to complete a job duty, the Wi-Fi hotspot option on their cellular phone will be activated by CDU.

2. No mobile hotspots will be issued to a staff member who has the capability to utilize the Wi-Fi hotspot option on their cellular phone.
3. All requests for mobile hotspots and Wi-Fi hotspots on cellular phones will be requested through the Internal Purchasing Request (IPR) system.

IX. Termination of Use

A. Reassignment or Deactivation of Cellular Devices

1. When an employee leaves their position or is no longer an authorized cellular phone user, the state owned equipment must be returned to CDU staff for reassignment or deactivation. At this time, CDU will retire the assigned user's account in MobileIron. Cellular devices cannot be reassigned at the facility/unit level.
 - a. If an agency cellular phone is not returned to CDU upon the assigned employees' separation from the agency, the cost to replace the agency cellular phone may be deducted from their final check.
 - b. Prior to returning cellular devices for replacement and/or termination, old passwords will be deleted from the devices and all accessories returned.

B. Assigned Cellular Telephone Numbers

1. Certain positions such as those designated as executive and senior staff are assigned cellular telephone numbers which will remain with the position from one incumbent to the next because of the need to maintain directories and emergency contact lists. The following list of positions are identified as those with assigned numbers:
 - a. Executive staff;
 - b. Senior staff (direct reports to the agency director);
 - c. Wardens/facility directors/deputy directors; and
 - d. Correctional Emergency Response Team (CERT) members.
2. When a staff member vacates an identified position, the cellular telephone associated with the position will be stored in a secure location until the position is filled.

3. When a new staff member fulfills an identified position, the staff member will assume responsibility of the assigned telephone number associated with the identified position. CDU will be notified immediately of the name of the staff member assuming the cellular telephone for record keeping purposes. All emergency notifications lists will be updated accordingly.
4. If the identified position remains vacant more than thirty (30) days, or the position is eliminated after being vacated, the cellular telephone service associated with the assigned cellular telephone number will be terminated and the device returned to CDU.
5. Any exception to the assigned number protocol will require the approval of the agency director or the Chief of Operations.

C. Portal Updates

Upon termination or transfer of wireless service, CDU will be responsible for updating assigned user information in the respective cellular portal for the service provider of the cellular device. In the instance of a device remaining active while unassigned, the portal will be updated to “unassigned” status. Portal updates are required and will be completed by CDU within twenty-four business hours of change notification.

X. Disposal/Surplus of Cellular Phones

- A. All cellular phones will be returned to and disposed of through CDU when they are no longer needed.
- B. Disposal of cellular phones will require CDU to utilize the “Cellular Device Disposal Form” ([Attachment C](#), attached), which will require the last user’s name, the name of the service provider, the last assigned phone number, the IMEI (when available) notation of device functionality and checklist to account for chargers and protective cases. One form will be required for each device submitted for disposal.
- C. Prior to disposal, when applicable, all devices will be cycled through a hard factory reset by CDU to remove all data. All removable/memory devices will be removed.
- D. Non-usable cellular devices will be updated in the inventory control system by CDU and disposed of utilizing the Division of Capital Assets Management “Surplus Property Transfer Form” ([DCAM-FORM-SS-001A](#)).

XI. References

P-040100 entitled “Security Standards for the Oklahoma Department of Corrections”

OP-050201 entitled "RAVE Communications System"

OP-110215 entitled "Rules Concerning the Individual Conduct of Employees"

OP-110415 entitled "Progressive Disciplinary Procedures"

XII. Action

The Chief of Operations is responsible for compliance with this procedure and for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure will be effective as indicated.

Replaced: None. This is a new procedure.

Distribution: Policy and Operations Manual
Agency Website

<u>Referenced Forms</u>	<u>Title</u>	<u>Location</u>
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DCAM-FORM-SS-001A	“Surplus Property Transfer Form”	DCAM
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<u>Attachments</u>	<u>Title</u>	<u>Location</u>
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Attachment A	“Wireless Service Account Identifiers”	Attached
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Attachment B	“Monthly Wireless Service Bill Review”	Attached
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Attachment C	“Cellular Device Disposal Form”	Attached
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