



## CHESTERFIELD COUNTY ADMINISTRATIVE POLICIES AND PROCEDURES

**Department:** Information Systems Technology  
**Subject:** Wireless Devices Policy

**Policy Number:** 7-11  
**Supersedes:** 02/04/06  
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### I. INTRODUCTION

This policy establishes responsibilities of employees, IST, department liaisons and Department Heads or their designee for the acquisition and use of county-issued and personal wireless devices. This policy does not apply to radio communication system devices maintained by the county Radio Shop.

### II. DEFINITION

- A. **Cell Phone** – A basic wireless device capable of voice services and text messaging.
- B. **Contracted Vendor** – The vendor contracted by the Purchasing Department to supply wireless telephone service, wireless telephones, and other wireless mobile data technology equipment.
- C. **County Reimbursement** – County receives reimbursement for emergency personal use of county devices including phone calls, text messaging and internet data. The Leadership Team will designate the level of reimbursement for the types of personal use.
- D. **Department Head** – As used herein includes department directors, police chief, fire chief, constitutional officers and judges. Department Heads are responsible for ensuring that employees adhere to this policy.
- E. **Department Wireless Coordinator** – A designee assigned by the Department Head to ensure that procedures and guidelines established in this policy are followed in their department and to optionally conduct routine wireless account management functions.
- F. **Employees** – As used herein includes all county employees, elected officials, and appointees of the Board of Supervisors.
- G. **Personal Use** – An employee's use of a county-owned wireless device for other than business purposes.
- H. **Smartphone** – An advanced wireless device capable of voice service, text messaging, internet access and access to county information systems.
- I. **Wireless Technology Usage Agreement** - Used to communicate the expectations for use and security of the wireless technology devices, and to capture the agreement of the employee via signature.

### III. NEEDS ASSESSMENT

The Department Head shall evaluate the business need for county-issued wireless devices, identify a funding source and present a business case to the county administrator or designee, sheriff, fire chief or police chief.

The Leadership Team reserves the right to require employees of a certain classification to provide their own wireless device. Classification can be based on department, title, salary, duties or other factors.

#### **IV. WIRELESS SERVICE THROUGH COUNTY CONTRACT**

##### **A. ACQUIRING NEW OR MODIFICATIONS TO WIRELESS DEVICE SERVICE**

All requirements referenced in this policy must be met before orders for new or modified service and equipment are obtained from the contracted vendor. Service resulting from any unauthorized establishment of wireless devices or service without proper approvals may be suspended until the appropriate documentation and forms are completed. Master contractual agreements with the wireless vendor(s) for county-issued wireless technology shall be coordinated by IST in cooperation with the Purchasing department. Department Heads or their designees may, with the approval of their deputy county administrator, sheriff, police chief or fire chief and the CIO, handle routine Cell Phone account management functions for their departments. Department Heads may appoint Department Wireless Coordinator(s) to perform these account management functions, and serve as liaison to IST. Account management functions for Smartphones and other wireless devices that connect to county networks or provide access to county data will be performed by IST.

1. **Approval and Denial** - Approval or denial of the request for county wireless service will be made by the county administrator or designee, sheriff, police chief or fire chief. If the request is approved, the employee will sign the Wireless Technology Usage Agreement before any service order is placed.
2. **Training** – Once the request is approved, the employee will be directed to a training class for wireless technology awareness. Completion of the training class is mandatory for employees using county-issued or personal wireless devices for county business purposes. IST or the Department Head may require recertification of employees.

##### **B. WIRELESS DEVICE TECHNOLOGY BILLING AND RECONCILIATION REVIEW**

Personal Use of any county-issued wireless device is limited to emergency use, and is otherwise prohibited.

1. Billing will be reconciled in accordance with county procedures.
2. The county will be compensated for Personal Use of any county device in accordance with the rates set by the Leadership Team and documented on the IST section of the intranet. Reimbursement to the county shall be made on a monthly basis.
3. The director of the Internal Audit department or designee shall conduct audits as necessary in county departments to verify compliance with this policy.

##### **C. POOLED MINUTES**

If available through the negotiated contract all voice minutes for county wireless devices will be allocated to one or more “pools” of minutes, as approved by the Leadership Team. Outside of the Leadership Team approval there will be no provision for an independent “pool” of minutes by department or workgroup.

## V. PERSONAL WIRELESS DEVICE USAGE

Use of personal wireless devices to access county systems and conduct county business is allowed, within the provisions set forth below.

- A. **Approval** - Department Head must approve in advance the connection of the employee personal device to county systems and networks, other than publicly available access methods.
- B. **Training** - If approved for use, employee will obtain the training required in section IV.A.2.
- C. **Agreement** - Execution of the Wireless Technology Usage Agreement by employee shall be required before the use of personal wireless devices will be allowed.
- D. **Connection Methods** - Only IST approved methods for connecting to county network and systems through wireless devices will be permitted. Any attempt to circumvent these methods or introduce new methods will be treated as a disciplinary matter in accordance with Chesterfield County Personnel Policy (Chapter 4: Discipline).
- E. **Charges** - There may be additional charges for software and services to allow personal wireless devices to access county systems. These expenses will be borne by the department. This includes but is not limited to licensing fees, annual support and maintenance charges.
- F. **Approved Devices** - Only IST approved wireless data devices controlled by county security policies will be allowed to store county data (email, calendar, contacts, and files.)
- G. **Mobile Device** - Loss, theft or damage, defacement or compromise of the employee owned device shall be reported to IST immediately. Employees are responsible for maintaining the necessary hardware and service without significant down-time in the event of loss, theft or damage.
- H. **Expense Responsibility** - All charges incurred on personal wireless devices are the responsibility of the employee. Employee will bear the expense of the insurance and the replacement cost of the device.
- I. **Records Retention** - It is the responsibility of the employee to ensure records retention guidelines are adhered to and that public records are protected. Employees should reference Chesterfield County Administrative Policies and Procedures, Records Management Policy (5-6) as well as the provided wireless technology training classes.
- J. **FOIA** - Communications records and data stored sent or received for the purpose of conducting county business are subject to the Freedom of Information Act (FOIA) and apply to both the county-issued and personal wireless devices.
- K. **Agreements** - Although IST can advise employees about the selection of personal wireless devices, plans and carriers for county business use, it is the responsibility of the employee to execute all agreements and commitments. Neither the county, IST nor any department shall be liable for any agreements or commitments the employee makes with wireless service providers.
- L. **Prepaid Phones** - Use of a prepaid or a non-contract wireless device owned by the employee for county business purposes is allowed. It is the responsibility of the employee to ensure adequate coverage and quality of the device for purposes of conducting county business. For connection to county systems and data, employees shall consult with IST before purchasing service, in accordance with section V.B.6.

## VI. MISCELLANEOUS PROVISIONS FOR COUNTY-ISSUED WIRELESS DEVICES

- A. **Hardware Issues** – Loss, theft or damage, defacement or compromise of any county-issued device shall be reported to IST immediately.
- B. **Equipment Replacement** - Departments shall follow published IST procedures for replacement of equipment.
- C. **Suspension of Service** - If a service is not needed temporarily, departments can request by email with IST that wireless service be suspended for a period of time. Department Wireless Coordinators can request by email with IST the reinstatement of wireless service at anytime.
- D. **Disconnection of Service** - If a service is no longer needed departments must email IST requesting service disconnection. Any fees associated with early disconnection of service are the responsibility of the department.
- E. **Returned Equipment** - Returned devices should adhere to standards defined for the return of devices and destruction of stored data. Equipment that is replaced or no longer needed must be returned in to IST. IST will review and erase data, if possible, or destroy the equipment and forward to General Services Buildings and Grounds in accordance with Purchasing policy 12-20 Surplus Property.
- F. **Maintenance** - In the event maintenance is required the department will contact IST for coordination with the contracted vendor.
- G. **Vendors and Accounts** - Any account issues, including billing, pooled minute modification, orders of devices and accessories, and trouble reporting will be handled by IST staff.
- H. **Standards** - IST in cooperation with other county technology teams is responsible for setting the device and technology standards for the use of Cell phones, Smartphones and other mobile data devices.
- I. **Processes** – Working in cooperation with other departments, IST is responsible for designing and communicating the business processes necessary for the administration of this policy, the use of wireless devices, and the governance of the technology area.
- J. **Position Descriptions** – Department Heads are encouraged to update the position description questionnaires for their department to include the expectation for the provision and use of wireless devices by employees.
- K. **New Employees** – If the use of a wireless device is a condition of employment for the position, the Department Head shall include the annual cost of the appropriate wireless device and service in the base salary, as communicated in the offer letter. The employee is then responsible for providing the wireless device in accordance with the duties of the position. With deputy county administrator, sheriff, fire chief or police chief approval, Department Heads may choose to provide new employees with a county-issued wireless device.
- L. **Personal Use of County Devices** – Employee’s use of county-issued devices for personal reasons is prohibited, except in the event of an emergency. This includes the use of voice, text, data and other features of the county-issued device.
- M. **Procurement** - Departments shall follow all purchasing policy guidelines as set forth in Purchasing Policy 12-7: Delegated Purchasing Authority.

## **VII. CERTIFICATION OF COMPLIANCE**

All employees who have access to or are using a wireless device for county business are required to sign the Wireless Technology Usage Agreement. This includes county-issued and personal wireless devices. Users who fail to follow this established policy are subject to revocation of privileges and/or treated as a disciplinary matter in accordance with Chesterfield County Personnel Policy (Chapter 4: Discipline).