

1074 WIRELESS COMMUNICATIONS DEVICE POLICY

I. Purpose:

This establishes the Arkansas Department of Human Services policy governing the purchase, use, and maintenance of all wireless communications devices assigned to the Department of Human Services. This policy covers all state owned Department of Human Services wireless communications devices unless otherwise noted.

II. Responsibilities:

- (a) Division Directors or their designees are responsible for:
 - (1) identifying positions where wireless communications devices are necessary to more effectively complete the missions of their division;
 - (2) overseeing the wireless communications device approval process;
 - (3) auditing the use of wireless communications devices and associated costs;
 - (4) investigating wireless communications device misuse or abuse and any follow-up corrective actions per Department of Human Services incident reporting (DHS Policy 1090, Incident Reporting); and
 - (5) reviewing their respective division's monthly charges and approval of the monthly charges on the Department of Human Services Share website.

- (b) The Department of Human Services, Office of Finance and Administration Telecommunications Manager will serve as the liaison between the wireless communications device vendors, the division contacts, and other related parties. The Telecom Manager has the authority and responsibility to resolve all issues regarding Department of Human Services wireless communications devices. In the event issues cannot be resolved between the Telecom Manager and related parties, the Chief Fiscal Officer – Arkansas Department of Finance and Administration has the final authority. The Telecom Manager has the responsibility for coordinating:
 - (1) procurement and or approval and distribution of wireless devices;
 - (2) purchase and allocation of costs to division accounts per request;
 - (3) wireless communications device troubleshooting (normal use);
 - (4) wireless communications device use and abuse reporting and follow-up actions;

- (5) training relating to the Department of Human Services wireless communications device policy;
 - (6) maintenance on accounts when requested by authorized wireless communications device coordinators; and
 - (7) providing the divisions with access to each vendor's website to review monthly charges for division approval.
- (c) Authorized Wireless Communications Device Coordinators:

Each division director has appointed an individual or individuals responsible for all wireless communications devices used in their division. The Authorized Wireless Communications Device Coordinators have the authority and responsibility from their division director to ensure:

- (1) a director or designee approved list of authorized wireless communications device users is maintained;
- (2) the maintenance of wireless communications devices assigned to their division meet the department requirements specified in this policy;
- (3) the purchase of wireless communications devices as approved by appropriate division staff;
- (4) wireless communications device utilization and expenditure documents are filed and submitted to the Department of Human Services Office of Finance and Administration as requested;
- (5) wireless communications device usage is monitored against requirements within this policy and corrective actions are taken as needed;
- (6) delivery of all unused wireless communications devices, chargers, and accessories are submitted to the Department of Human Services, Office of Finance and Administration Telecom Manager for recycling; When an employee is terminated or transfers within the agency please refer to APM 609 for detailed options.
- (7) submission of form DHS-5008 (found on Department of Human Services Share) to Department of Human Services, Office of Systems & Technology for all approved wireless communications device users to gain access to the Department of Human Services network;
- (8) ensuring that employees who use a state owned wireless communications device have read and certified or signed this policy document;

- (9) sending all processing requests to email address
DHSCellService@arkansas.gov;
 - (10) verifying all monthly billing receipts are filed for audit; and
 - (11) all wireless communications devices must comply with Office of Systems &
Technology - Information Technology Security policies.
- (d) Wireless Communications Device Users:

All Department of Human Services employees who use Department of Human Services wireless communications devices for state business are responsible for:

- (1) completing Department of Human Services documents required to purchase and maintain wireless communications devices assigned to them;
- (2) adhering to Arkansas state laws and Department of Human Services division rules and regulations;
- (3) reporting all maintenance issues;
- (4) returning state owned wireless communications devices to their authorized division coordinator if transferring within the Department of Human Services or if employment is terminated;
- (5) reading and certifying or acknowledging this policy document; and
- (6) failing to return any state owned wireless communications device could result in legal action and fines.

III. Expectations of Privacy and Fulfillment of Mission Statement:

- (a) The Department of Human Services reserves the right to monitor and log all wireless communications device activity with or without notice including email and all website communications. Users have no reasonable expectations of privacy in the use of these resources (See DHS Policy 1091, Appropriate Use of Email and Internet). All violations are subject to disciplinary action as outlined in DHS Policy 1084 – Employee Discipline: Conduct/Performance.
- (b) It is the mission of the Arkansas Department of Human Services to “Improve the Quality of Life of all Arkansans by Protecting the Vulnerable, Fostering Independence, and Promoting Better Health.” It is the focus of this policy to ensure that each division has the wireless communications devices necessary to complete the tasks required to fulfill this mission. To accomplish these tasks, wireless communications devices assigned to each division must be managed in the most efficient manner possible. This can only be accomplished if:

- (1) wireless communications device use and care are planned and managed activities;
- (2) wireless communications device expenses are accurately reported;
- (3) wireless communications device reports are reviewed frequently; and
- (4) wireless communications device plans are reviewed and modified frequently.

IV. User Qualification:

- (a) Prior to using a wireless communications device for state business, all users of the Department of Human Services wireless communications devices must undergo an approval process. Potential users must certify or acknowledge this policy document to be signed by an authorized supervisor who will keep a copy in each employee's file, along with Form DHS-1953, Authorization for Wireless Communications Devices.
- (b) It is the responsibility of the division director or a designated staff member to identify and justify the purchase and use of all wireless communications devices with regard to the requesting employee's specific job duty.
- (c) Wireless communications device use is determined by three primary factors:
 - (1) a critical job position requiring that an employee always be accessible;
 - (2) a job position requiring an employee to travel frequently and not having access to a land line; or
 - (3) the necessity for an employee to gain connectivity to the Department of Human Services network and email when working out of office.

V. Wireless Communications Device Safety:

- (a) Texting, typing, messaging, emailing, or any internet usage on a handheld wireless device while driving is illegal. See Arkansas Code § 27-51-1504.
- (b) Using wireless devices while driving is a leading cause of accidental injury and death. For this reason, employees are strongly encouraged to pull over at the nearest safest location whenever it becomes necessary to use a wireless device.
- (c) Unless placing an emergency 911 call to summon police, fire, or emergency medical personnel, talking on a wireless device while driving is prohibited:

- (1) When passing a school building or school zone during school hours when children are present and outside the building. See Arkansas Code § 27-51-1609; and,
- (2) In a highway work zone when a highway worker is present. See Arkansas Code § 27-51-1610.

VI. Utilization and Expense Reporting:

- (a) Department of Human Services employees may not use state-owned wireless communication devices in any way that will incur charges other than for the conduct of official Department of Human Services business or to make 911 calls for emergencies.
- (b) It is recommended at the beginning of each month wireless communications device coordinators shall gather the previous month's reports and expenses for wireless communications device usage, and file for audit or managerial review.

VII. Records Retention:

Authorization to use a state owned wireless communications device will be maintained on file for the duration of an individual's employment. Individual wireless communications device usage reports and related expenses will be maintained from initial report date until audited. The location as determined by each division director. Purchasing or acquisition documents must be maintained for the service life of the wireless communications device.