

**INDIANA DEPARTMENT OF CHILD SERVICES
ADMINISTRATIVE POLICIES AND PROCEDURES**

Policy Number: GA-1

Effective Date: August 1, 2014

Version: 2.0

[REVISED] POLICY TITLE: CELLULAR DEVICES

[REVISED] OVERVIEW: The Department of Child Services (DCS) will issue cellular devices to improve employee efficiency and effectiveness and/or provide for the safety of State employees and the general public. Personal use of state-owned cellular devices shall be limited to incidental and/or emergency use.

I. DEFINITIONS

- A. Personal use: Any use that is not required to accomplish State business.
- B. **[NEW]** State property: Materials, supplies, equipment, funds, and facilities owned by the State of Indiana.

II. REFERENCES **[NEW]**

- A. [GA- 4 Electronic Equipment Issuance and Return](#)
- B. [State of Indiana Employee Handbook](#)

III. POLICY **[REVISED]**

- A. State-owned cellular devices are to be used to increase safety, efficiency, and effectiveness of employees. Employees are to use these cellular devices to conduct State business and use them appropriately, responsibly, and ethically.
- B. Cellular devices shall be issued only to employees with a demonstrated need for these types of communication. Requesting cellular equipment (e.g., new service, upgrades, or any cellular related communication) must be initiated by authorized personnel by submitting a request to DCSITSupport&Services@dcs.in.gov.
- C. For personal safety reasons, all employees who conduct in-home visits (e.g., assessment, ongoing case management, etc.) must carry a cellular phone that is turned on during the entire home visit.
- D. Use of personal cellular devices for State business is discouraged because, except in limited circumstances, employees will not be reimbursed for business calls made on personal phones. Exceptions may only be granted by the DCS Director or his or her designee. In addition, the use of personal cellular devices could be subject to DCS' confidentiality policies and disclosure to the agency.
- E. Employees shall limit use of state-owned cellular devices to what is reasonably necessary to conduct state business. All cellular devices have a limit of 400 minutes per month and are monitored for use (data and messaging are unlimited). Any device that has not been used for 60 days will be subject to disconnect. Any device that is over its allocated use will be reviewed by DCS Information Technology (IT) Support. All reported misuse of cellular devices will be directed to the Deputy Director or Local Office Director (LOD) for further investigation and possible discipline, up to and including termination.
- F. Personal use of state-owned cellular devices is subject to repayment of the overage charges and disciplinary action, up to and including termination.
- G. Cellular devices are the property of the state of Indiana and must be treated, used, and safeguarded as such. If an employee damages or loses a state-owned cellular

device, the employee must notify his or her supervisor and DCS IT Support immediately. The employee will be responsible for all costs associated with the replacement or recovery of State property that is lost or damaged due to the employee's negligence (see separate policy, [GA- 4 Electronic Equipment Issuance and Return](#)).

Note: If theft is suspected, the employee should notify the police and make a police report. When DCS IT Support is notified, a copy of the police report should be submitted and requests for replacement should be submitted to DCSITSupport&Services@dcs.in.gov.

- H. An employee will return state-issued cellular devices to his or her Deputy Director, LOD, or his or her designee when he or she no longer demonstrates a need for the device or when his or her employment ceases at DCS.
- I. Employees shall follow all state or local laws and DCS or State Personnel Department (SPD) Standardized policies regarding the use of cellular devices while operating a motor vehicle. Texting and sending e-mails while driving is prohibited, as it is against Indiana state law. Employees shall use their state-issued cellular phone in accordance with the [State of Indiana Employee Handbook](#).
- J. Employees are not to download anything that is not work related to state-owned cellular devices (e.g., ring tones, games, personal pictures, etc.).
- K. State-owned cellular devices are not to be used to play games or send or receive excessive personal text messages. In addition, employees are prohibited from using state-owned cellular devices for the purpose of illegal transactions, harassment, or obscene behavior, in accordance with other existing policies.

IV. PROCEDURE **[REVISED]**

- A. Authorizing and Ordering
 - 1. An employee must request approval from his or her Deputy Director or LOD to receive a cellular device. The employee must demonstrate that he or she has a need for the cellular device.
 - 2. The Deputy Director or LOD will approve or deny the request for the cellular device. If approved, the Deputy Director or LOD and the employee will complete the appropriate sections of the [Cellular Telephone Authorization and User Agreement \(SF 54331\)](#). The Deputy Director or LOD will submit this form along with a request for the cellular device to DCSITSupport&Services@dcs.in.gov.
 - 3. The employee will update the [Electronic Equipment Inventory Checklist \(SF 54332\)](#) upon receipt of the cellular device.
- B. Personal Calls
 - 1. Personal use of state-owned cellular devices shall be limited to brief, infrequent, incidental, and/or emergency use. Examples include:
 - a. To notify one's family of late arrival home when an employee's work causes him or her to be delayed and an alternate phone is not readily available.
 - b. Personal emergencies when no alternate phone is available.

2. All cellular devices are monitored for use. All reported misuse of cellular devices will be directed to the employee's Deputy Director or LOD for further investigation.
- C. Monitoring Contracts and Equipment
1. All cellular devices are monitored for use. Monthly itemized bills are sent to the state and reviewed by DCS IT Support.
 2. DCS IT Support will monitor cellular devices for activity. The cellular device will be subject to deactivation if it has not been used for 60 days.
 3. Cellular devices have a limit of 400 minutes per month (data and messaging are unlimited). If the monthly bill shows an employee has used more than the allocated number of minutes, his or her Deputy Director or LOD will be notified to determine if there is a justification for the overage. The employee may be responsible for the cost of the overage if it is determined there is not a justification. If it is determined that there is a justification for the overage, an exception will be created.
 4. The employee's immediate supervisor will be notified of any misuse of cellular devices. Misuse of cellular devices may result in revocation of the privilege to use cellular devices and disciplinary action, up to and including termination of employment.

V. FORMS

- A. **[NEW]** [Electronic Equipment Inventory Checklist \(SF 54332\)](#)
- B. [Cellular Telephone Authorization and User Agreement \(SF 54331\)](#)

DATE: June 26, 2014
Mary Beth Bonaventura, Director
Department of Child Services

A signed copy is on file.

Archived Due to 2015 Legislative Changes- Effective 07/14/15