

Ohio EPA WIRED and WIRELESS TELEPHONE POLICY

SOURCE: DAS; ITP-H.2 DAS; ITP-H.6; ORC 4511.204

CONTACT:

Purpose

To set forth the policy for the use of Agency wired and wireless phones.

Background

The Ohio EPA provides telephone service to employees in order to protect the interests of the State of Ohio and to provide effective and efficient service to the citizens of Ohio.

Policy

1. Limitations on Personal Calls. Personal calls made using state wired or wireless telephone services shall comply with the following requirements:
 - 1.1 When using a state wireless telephone service, personal calls made or received are only acceptable in emergency situations when wired telephone service is not available.
 - 1.2 When using a state wired telephone service, the number, frequency and duration of personal calls shall be kept to a minimum and, whenever possible, made during lunch hours or authorized breaks.
 - 1.3 Personal long distance calls made using the state's wired telephone service are only acceptable if charged to a personal credit card or personal telephone card, or if billed to a non-state third party number.
 - 1.3.1 In the case of an emergency, personal long distance calls may be made using the state's wired telephone service and charged to the state.
 - 1.4 Personal business, which involves an activity undertaken for profit or gain of any kind, shall not be conducted using a state telephone service.
 - 1.4.1 Employees are prohibited from circulating their state telephone number as a telephone number at which they can be reached for personal business. Personal business cards and other such materials shall not have a state telephone number listed as a contact number.
 - 1.5 Ohio EPA may, at their discretion, prohibit the use of any state telephone services to receive or originate personal calls.

2. Using Wireless and Wired Telephones.

2.1 The use of handheld electronic wireless communications devices while driving is strongly discouraged. If a handheld electronic wireless communications device must be used, employees should pull over to the side of the road at the safest location or pull into a rest stop or parking lot and stop the vehicle. Texting while driving is strictly prohibited. Employees are required to observe any and all safety precautions issued by their handheld electronic wireless communications device provider, and to obey any law or ordinance regulating handheld electronic wireless communications device use while operating a moving vehicle.

2.1.1 The use of handheld electronic wireless communications device in conjunction with a voice-operated or hands-free device feature or function of the vehicle is permitted.

2.2 Employees shall not permit any other person to use their state assigned handheld electronic wireless communications devices.

2.3 Downloading of applications on handheld electronic wireless communications device is only permitted from an approved online store.

2.4 Physical security shall be maintained at all times. The handheld electronic wireless communications device shall be in the employee's possession at all times.

2.4.1 If the device is lost or stolen, report the details to the ITS helpdesk immediately.

2.4.1.1 Normal working hours: (614) 644-3011.

2.4.1.2 After normal working hours (614) 644-3011 and leave a message.

2.4.1.3 The ITS helpdesk will notify the CISO who will complete an initial incident report.

2.5 Information security shall be maintained at all times. Employees shall not download inappropriate material (for example: pornography) onto their handheld electronic wireless communications device.

2.5.1 To report information security issues, call the ITS helpdesk immediately

2.5.1.1 Normal working hours: (614) 644-3011.

2.5.1.2 After normal working hours: (614) 644-3011 and leave a message.

2.5.1.3 The ITS helpdesk will notify the CISO who will complete an initial incident report.

3. Calls and Devices May Be Monitored. Employees issued a handheld electronic wireless communications device are on notice that the device may be monitored to ensure compliance with this policy.
 - 3.1 Monitoring can include, but is not limited to, calls made, calls received, texts sent, texts received, browsing history and the location of the state handheld electronic wireless communications device at any given time.
 - 3.2 Applications loaded on the device that assist in monitoring shall not be disabled, removed or inhibited in any manner.
 - 3.3 Accordingly, Agency employees acknowledge that Ohio EPA is subject to the Public Records Act. Accordingly, Agency Employees should not view personally sensitive materials (including Confidential Personal Information, defined below) on state-issued wireless phones; as such materials may become part of the public record.
4. Penalties. Violation of this policy may result in disciplinary action and may be cause for termination.
5. Evaluation and Acquisition of Wireless and Wired Telephones and Services. Ohio EPA shall determine the wireless and wired telephones and services required for each individual or group of individuals.
 - 5.1 Wired telephones and services shall be initiated through the Office of Operations and Facilities (O&F). Based on a customer needs assessment, O&F will determine:
 - 5.1.1 The best service (i.e. VOIP, Traditional, Single Line)
 - 5.1.2 Type of telephone to purchase
 - 5.1.3 Cost
 - 5.2 Handheld electronic wireless communications devices and services are initiated through O&F via MOBI Wireless Management and there are two possible processes to follow:
 - 5.2.1 O&F can create an order for the necessary wireless telephones and services in MOBI.
 - 5.2.2 What should be considered before making an order:
 - 5.2.2.1 How the wireless telephone will be used.
 - 5.2.2.2 Number of minutes required per month.
 - 5.2.2.3 Desired coverage area.
 - 5.2.2.4 When the wireless telephone will be used (e.g. weekdays, evenings, weekends, etc.).

5.2.2.5 If there is a need for data transmission.

5.2.2.6 Ohio EPA shall acquire state wireless telephone service in accordance with Ohio IT Policy ITP-H.6, "Telecommunications Utility Services," and select the most cost-effective plan that meets the criteria identified. Currently the state of Ohio shared plan is used for individual phones and a different plan is used for pooled phones.

6. Authorization of Wireless and Wired Telephones and Services. Ohio EPA shall have the sole authority to authorize all Department wireless and wired telephones and services. Ohio EPA will base its authorization of telephones and wireless services on the following factors:

6.1 The job responsibilities of the employee for which the wireless or wired telephone and service is needed.

6.2 Whether the wireless telephone is to be shared by a group of employees.

6.2.1 The use of shared wireless telephones, when practical, is preferable to issuing individual wireless telephones. If a wireless telephone is shared:

6.2.1.1 A log shall be maintained to track the responsible user and the dates and times the wireless telephone was checked out and checked in.

6.2.1.2 A report will be provided by O&F to the responsible individual (for example: supervisor, administrative assistant) per phone number showing activity.

6.3 Each state employee assigned a wireless telephone shall be given a copy of Ohio IT Policy ITP-H.2, "Use of State Telephones," along with any associated agency guidelines developed to provide additional details or restrictions.

7. Education & Awareness. Appropriate use of telecommunication telephones and services shall be provided to Ohio EPA staff.

7.1 Managers and supervisors shall receive training on how to detect and respond to instances of abuse.

7.2 Ohio EPA staff shall receive training on how to report lost or stolen wireless devices.

Compliance

Any employee found to have knowingly violated this policy may be subject to disciplinary action, up to and including termination of employment.

Definitions

1. Confidential Personal Information. Confidential Personal Information (CPI) for the purposes of this policy is personal information that the law prohibits the agency from releasing. Examples of personal information that may fall within the scope of CPI – depending on agency-specific legal requirements – include Social Security Numbers, medical diagnoses, benefit-related information, certain information relating to children and income tax information in certain circumstances. (See also the definition of “confidential personal information” in ORC 1347.15(A)(1) and “public records” in ORC 149.43).
2. Electronic wireless communications device. Electronic wireless communications device includes any of the following: a wireless telephone; a text-messaging device; a personal digital assistant; a computer, including a laptop computer and a computer tablet; any other substantially similar wireless device that is designed or used to communicate text.
3. Telephone Service. Telephone Service. Unless otherwise stated, telephone includes both wired telephones and cellular telephones.
4. Voice-operated or hands-free device. Voice-operated or hands-free device means a device that allows the user to vocally compose or send, or to listen to a text-based communication without the use of either hand except to activate or deactivate a feature or function.
5. Wired Telephone. Wired Telephone. Traditional landline local and long distance telephone service.
6. Wireless. Use of various electromagnetic spectrum frequencies, such as radio and infrared, to communicate services, such as data and voice, without relying on a hardwired connection, such as twisted pair, coaxial or fiber optic cable.

Revision History

Version	Date	Modified By	Description
1.0	10/03/2014	Skip Holler	Base

Approval date and signature of authorizing official:


_____ Date: 10-3-14
Rick Magni, Chief Information Technology Services


_____ Date: 10-28-14
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