



# JOINT CIRCULAR

## STATE OF NEW JERSEY

### DEPARTMENT OF THE TREASURY

NO.: 12-10-OIT	ORIGINATING AGENCY: Office Of Information Technology	PAGE 1 OF 8
EFFECTIVE DATE: Immediately	EXPIRATION DATE: Indefinite	SUPERSEDES: 04-06-OIT
SUBJECT: Assignment and Use of State Owned Cellular Wireless Devices		
Attention: Department Heads, Directors Of Administration, Agency IT Leaders, and Telecommunications Coordinators		
FOR INFORMATION CONTACT: OIT Office Of Voice Services E-Mail: <a href="mailto:cellphones@oit.state.nj.us">cellphones@oit.state.nj.us</a>		PHONE: (609) 633-0162

#### I. PURPOSE

To clearly define the State's policy and procedure for authorization to obtain, use, assign, reassign, terminate, replace and manage wireless devices and all associated services and features.

This circular also outlines the procedure for reimbursing the State for personal calls (beyond *de minimis* usage) made on State-owned wireless devices.

#### II. AUTHORITY

This policy is established under the authority of the State of New Jersey P.L.2007.c.56. This order defines Office of Information Technology's (OIT) role with regard to technology within the community of the Executive Branch of State Government.

The New Jersey Office of Information Technology reserves the right to change or amend this circular.

#### III. SCOPE

This policy in its entirety applies to all Departments, Commissions, Authorities, State entities and affiliated organizations under the Executive Branch of State government.

#### IV. DEFINITIONS

A **wireless device** can be a cell phone, Blackberry, PDA, Smartphone, Aircard, Tablet, beeper or any other handheld device offered by an authorized wireless vendor that is currently under State contract for this service.

In addition to the above, wireless devices may also include devices such as Tablet Computers, Wireless Hot Spot devices or any other device, which may not be offered by an authorized wireless vendor, but the device accesses a wireless data network provided by an authorized wireless vendor.

#### V. POLICY

Wireless devices are provided to State employees to conduct State related business. The devices will be made available to State employees where the benefit of the technology substantially enhances their job performance, or they are required to maintain constant and/or immediate contact with their work locations, supervisors, subordinates, clients or other State offices and entities. All internal approvals must be satisfied before a wireless device can be issued. All requests for wireless devices must be based upon a cost benefit justification, and should only be issued, where the business need justifies the cost (monetary or service delivery impact).

Any employee on record as having custody of equipment and inventory of any State property shall be held accountable for such items. Accountability shall be extended to bearing the burden of reimbursing the State of New Jersey for items that cannot be accounted for, unless a loss or theft can be substantiated. Additionally, if an employee causes damage to any State property through carelessness or negligence, the employee may be responsible for reimbursing the State for the repairs and/or replacement of the property. Negligence will be determined by the Agency.

All wireless devices that require a data plan from an authorized wireless vendor must be compliant with the security requirements detailed in Section XV of this document, and have been preapproved for use on the State's network by the Statewide Office Information Security.

#### VI. WIRELESS DEVICE GENERAL USAGE:

- A. New Jersey State law prohibits the use of a wireless device while driving without using a headset, ear bud, speakerphone or other hands-free device. Texting is also prohibited while driving.
- B. As with State landline telephones, personal calls are to be kept to a minimum. Under current tax law occasional personal use constitutes a *'de minimis'* benefit to the employee and need not be included in an employees' gross income. "Excess" personal usage should be determined by the immediate supervisor of the employee upon review of the Employee Toll/Usage statement. Excess personal calls, which result in toll or "usage" charges against a State wireless device, are to be reimbursed to the Department of Treasury (See Circular Letter No: 95-03-OMB). If these excess personal calls fall within the monthly plan usage rate, OIT reserves the right to charge the employee using a cost per minute/usage charge that will be calculated periodically by OIT. If the cost of excess calls is actually itemized on the billing statement, the actual cost figures should be used in addition to the usage calculation.
- C. Unauthorized use of Text Messaging or GPS services is not permitted. Use of Directory Assistance (411) should not be used; alternative cost effective options should be substituted. When needed, the State's Directory Assistance number is (865) 982-3782. Downloading of ringtones, games and other features offered by Wireless Carriers is prohibited. If there is a legitimate requirement for any of these features/services, the need must be clearly justified to OIT. OIT will then initiate the appropriate plan modification for the device with the Carrier.

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**Note:** *The use of a State wireless device for an employee's outside business activity is strictly prohibited and is considered a violation of the State Code of Ethics.*

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## VII. DEPARTMENTAL POLICIES

Each Executive Branch State Department/Agency is responsible for establishing an internal policy and guidelines for the use of wireless devices by employees within their Department. The policy needs to address the appropriateness of recouping costs for employee personal use. The Department's policy, which must align with this statewide policy, may be more restrictive, but not less restrictive. All staff should be made aware of the policy. A copy of the agency's policy must be maintained on file with the Department's Telecommunications Coordinator and a copy must be sent to OIT's Telecommunications Unit.

The agency policy must include, but is not limited to the following topics:

- Define 'abuse' in relation to the business priorities of the department
- Recouping employee costs based on the department's determination of abuse
- Periodic coordinated reviews of usage and termination reports
- An annual inventory of wireless devices
- Obtaining the appropriate approvals (Fiscal and Procurement)
- A notification requirement for when an employee separates from the agency or no longer requires the use of the wireless device.
- A process for reimbursing the State for personal phone calls (See Paragraph VI, B above)
- A clear notification to users that State issued phone numbers either landline or wireless are not to be used to enter contests, free drawings, or non-State related activities or services. This practice often incurs a charge that will be reflected on a wireless or landline bill.

## VIII. PROCEDURE FOR ASSIGNMENT OF NEW WIRELESS DEVICE EQUIPMENT AND MONTHLY SERVICE

### A. Requesting Agency

1. The Agency's Telecommunications Coordinator must submit a completed Cellular Wireless Device Request Form (CTR1) to OIT's Wireless Telecommunications Unit via e-mail at [cellphones@oit.state.nj.us](mailto:cellphones@oit.state.nj.us). The form is available on the Statewide IT Circular website, listed with the Telecommunications policies [[http://www.state.nj.us/it/pdf/0138\\_cw\\_request.pdf](http://www.state.nj.us/it/pdf/0138_cw_request.pdf)]. The Agency Coordinator is responsible for obtaining the required Agency approvals prior to submitting the CTR1 form to OIT. Forms not completed correctly will result in processing delays.
2. If the request requires optional accessories or if there is a purchase price for the requested equipment, the requesting agency will submit to OIT a completed and signed original Purchase Order with the associated attachments.

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**Note #1:** Contract pricing for all phones and accessories can be located on the Purchase Bureau website: <http://www.state.nj.us/treasury/purchase/pricelists/cellphones.shtml>. Requests for price quotes can also be made to OIT.

**Note #2:** Purchase Orders for "accessories only" can be sent by the Agency directly to the vendor. The current contract stipulates that vendors must provide all wireless devices except Aircards with a free ear-bud. Over-the-head headsets and Blue Tooth earpieces are considered optional equipment.

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#### **B. OIT Wireless Telecommunications Unit**

1. Upon receipt of the request form, will verify that the equipment ordered is included on the contract, verify pricing, and ensure that the request will be forwarded to the appropriate contract vendor in accordance with Purchase Bureau contract T-216A.
2. Determines the appropriate service plan and finalize the order request, adding Purchase Order information and any other pertinent necessary details.
3. Verifies or assigns a new CTR1 number, reviews logs and compares the CTR1 details with the Purchase Order information.
4. Electronically forwards completed Form CTR1, copy of the Purchase Order, and any other pertinent documentation to the vendor for equipment order and service initiation. (Retain copies of all forms and paperwork for follow up and document retention purposes.)
5. Forwards the original Purchase Order to the vendor via U. S. Mail.
6. Checks for:
  - a. Electronic acknowledgement of receipt from the vendor.
  - b. Electronic acknowledgement of shipment from the vendor.
7. Updates the wireless database with all pertinent information (completing all the fields of data).
8. Ensures that all information is conveyed to OIT's Telecommunications Billing Unit.
9. Retains on file the entire request package.
10. Will not accept personal/private wireless device numbers to be transitioned to State wireless devices.

#### **C. Requesting Agency**

1. Upon delivery of equipment, will compare packing slip to actual order request and Purchase Order and retain for payment and documentation purposes.
2. Will report any discrepancies immediately to OIT Wireless Telecommunications Unit.
3. Verify the wireless device's phone number.
4. Will locally record the device's serial number and other electronic identifiers.

5. Keep organized electronic records on all wireless device numbers (PDAs, cell phones, blackberries, Aircards, etc.) and assignments.
6. Ensure that all numbers are being utilized and not abandoned. Agencies are responsible for issuing disconnect orders for all unused numbers unless designated for a specific purpose.

#### **D. Emergency Out-of-Hours Procedures/Escalation Procedures**

A Department requiring access to a wireless service and device on a temporary basis, such as in the event of an emergency or national crisis may, through submission of a CTR1 Form to the OIT Cellular Telephone Coordinator, request an assignment of wireless device(s) from OIT. Upon OIT's receipt of a Department's emergency request, the Department will be notified of the availability of the devices for pick up. All devices must be returned at the designated time specified on the CTR1 Form.

Departmental Telephone Coordinators will be provided with a telephone number to be used to contact the OIT Cellular Telephone Coordinator for wireless devices in the event of an emergency or national crisis. The number is only for situations that require access to wireless devices and service during non-working hours. If the request is approved, a CTR1 Form must be submitted to OIT the next business day.

### **IX. PROCEDURE FOR REASSIGNMENT OF WIRELESS SERVICE**

- A. Telecommunications Coordinator must have the employee returning a device to sign-off on a return sheet, which must be maintained on record at the Department. The device must be 'wiped' to meet the U.S. Department of Defense's-compliant sanitization, so that no data is left on the phone.
- B. With proper internal agency authorization, reassignment of an existing wireless device from one State employee to another State employee within the same organization can be accomplished via memorandum or other communication from the agency Telecommunications Coordinator to the OIT Wireless Telecommunications Unit.
- C. Reassignment of an existing wireless device (for a State employee transferring to a different Department, Commission or Agency) can be done if both organizations are agreeable to the transfer. Written authorization and approval from both the "sending" and "receiving" agencies should follow the same procedure in place for assignment of a new wireless device; Submitting a CTR1 request to the OIT Wireless Telecommunications Unit for the reassignment of a wireless device and certification that the device has been wiped. The receiving agency is obligated to send a correct State Account code to OIT.

OIT Wireless Telecommunications Unit will verify the correct State Account Code to which the device and service will be transferred. If clarification is required, the issue will be referred to the OIT Manager of Telecommunications for resolution.

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**NOTE:** *The Coordinator must certify in writing to OIT, that each returned device has been wiped of all stored data, according to the vendor's instructions prior to reassigning the device or transferring to another division, agency or Department.*

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**X. PROCEDURE FOR REPLACING LOST / STOLEN / DAMAGED EQUIPMENT**

The Agency will immediately notify the Agency Telecommunications Coordinator who will either contact the vendor directly or contact OIT Wireless Telecommunications Unit so that the service can be suspended and fraudulent activity prevented. If the coordinator contacts the vendor directly a follow up CTR1 form should immediately be submitted to OIT. All numbers that are suspended should either be reactivated on new equipment or disconnected within 30 days.

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**Note:** *The Department will be responsible for any charges incurred from failure to immediately report lost or stolen devices.*

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An employee who has demonstrated obvious abuse, neglect or carelessness while using a State wireless device may be held liable for any cost incurred by the State. *(See Section V)*

**XI. PROCEDURE FOR DISCONNECTING/TERMINATING WIRELESS TELEPHONE SERVICE**

Agencies are required to review Zero Usage Reports when sent from the wireless administrator. Devices that have zero usage, but are to be maintained, should be justified, otherwise they must be terminated if no longer required.

Requests for disconnection/termination of wireless phone service will be conveyed via CTR1 request form from the Agency Telecommunication Coordinator to the OIT Wireless Telecommunications Unit. The OIT Wireless Telecommunications Unit will complete the disconnect transaction with the appropriate wireless service vendor.

If an employee leaves State service for any reason and their job function is not transferred to another employee, the Agency's Telecommunication Liaison will either:

Deactivate the device and keep on hand for possible future use should another device break or become unusable.

OR:

Forward the deactivated wireless device to the OIT Manager of the Telecommunication Services Section

**XII. DESTRUCTION and SANITIZATION OF DEVICES**

The Statewide Information Disposal and Media Sanitization policy, standard and procedure addresses the proper disposal or sanitization of a device that has been damaged and/or is no longer needed. Agencies are required to adhere to the policy, standard and procedure.

For DESTRUCTION SEE CONTRACT [T-0089 - Off Site Media Storage Handling and Transportation.](#)

For SANITIZATION See Circulars 09-10-NJOIT, 152 - Information Disposal and Media Sanitization:

- [Policy](http://nj.gov/it/ps/09-10-NJOIT_Information_Disposal_and_Media_Sanitization_Policy_4-08-11.pdf) - [http://nj.gov/it/ps/09-10-NJOIT\\_Information\\_Disposal\\_and\\_Media\\_Sanitization\\_Policy\\_4-08-11.pdf](http://nj.gov/it/ps/09-10-NJOIT_Information_Disposal_and_Media_Sanitization_Policy_4-08-11.pdf)
- [Standard](http://www.state.nj.us/it/ps/152-S1-NJOIT_Information_Disposal_and_Media_Sanitization_Standard_04-08-11.pdf) - [http://www.state.nj.us/it/ps/152-S1-NJOIT\\_Information\\_Disposal\\_and\\_Media\\_Sanitization\\_Standard\\_04-08-11.pdf](http://www.state.nj.us/it/ps/152-S1-NJOIT_Information_Disposal_and_Media_Sanitization_Standard_04-08-11.pdf)

### **XIII. PROCEDURE FOR PROCESSING WIRELESS TELEPHONE SERVICE BILLS**

#### **A. Telecommunication Services Billing Unit**

1. Process to all agencies wireless phone billing in accordance with internal procedures.

#### **B. Agency Unit Manager/Supervisor**

1. Review charges and usage for employees.
2. When using the new telephone billing system, usage charges can be viewed electronically and then printed if desired.

#### **C. Employee**

1. Follow OIT and Departmental policies regarding the use of State issued devices.

#### **D. OIT Wireless Administrator**

1. At least quarterly, in collaboration with the Telephone Billing Unit, review the service plan assignments against the actual vendor billing; when applicable, initiate plan reassignments based on actual usage to provide the greatest benefit to the State and each Department, Commission or agency.
2. Working collaboratively with the Telephone Billing Unit, conduct bill reviews with each vendor.
3. Periodically audit the wireless service database for accuracy.
4. Oversee the master file of wireless CTR1 activity

### **XIV. BEEPERS/PAGING DEVICES**

Each Department is responsible for leasing their own Beeper /Paging devices. The contract is with USA Mobility and located on the Purchase Bureau's website at: (<http://www.state.nj.us/treasury/purchase/pricelists.shtml>), under contract number T216A.

Each agency is responsible for issuing orders and maintaining the list of their users.

A Department must send an email to USA Mobility to perform a 'Disconnect,' and then send the Beeper / Pager back to USA Mobility.

### **XV. SECURITY CONTROLS**

#### **A. Statewide Remote Access Policy and Standard**

The policy and standard defines the requirements to minimize security threats to the Garden State Network and from the potential exposure of unauthorized access, loss of sensitive or confidential information, and/or damage to the State of New Jersey's critical internal systems and information technology assets. All authorized users assigned an Internet-aware device for business purposes shall adhere to the Statewide Remote Access policy, standard, and agreement.

See Circulars 11-01-NJOIT, 179 - Remote Access:

- Policy - [http://www.nj.gov/it/ps/11-01-NJOIT\\_Remote\\_Access\\_Policy.pdf](http://www.nj.gov/it/ps/11-01-NJOIT_Remote_Access_Policy.pdf)
- Standard - [http://www.state.nj.us/it/ps/11-01-S1-NJOIT\\_Remote\\_Access\\_Standard.pdf](http://www.state.nj.us/it/ps/11-01-S1-NJOIT_Remote_Access_Standard.pdf)

**B. Portable Computing Use and Temporary Worksite Assignment**

The policy establishes the appropriate security and management controls to protect against theft of equipment, unauthorized disclosure of information, misuse of equipment, unauthorized access and malware prevention of portable computing or removable storage devices.

See Circular 12-02-NJOIT, 132 - Portable Computing Use and Temporary Worksite Assignment: Policy – [http://www.nj.gov/it/ps/12-02-NJOIT\\_132\\_Portable\\_Use.pdf](http://www.nj.gov/it/ps/12-02-NJOIT_132_Portable_Use.pdf)

**C. Request Forms**

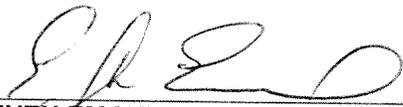
The Agency Telecommunications Coordinator will submit a completed CTR1 Form request with the Portable Computing Device Request form to OIT's Wireless Telecommunications Unit via e-mail to [cellphones@oit.state.nj.us](mailto:cellphones@oit.state.nj.us). Additionally, Virtual Private Network (VPN) access must be established before an Aircard can be used. A VPN Request Form must be retained on file by the agency Site Virtual Private Network Representative (SVR). Telephone Coordinators must ensure that the SVR has confirmed the VPN access prior to requesting an Aircard. This will avoid access charges being incurred for Aircards that cannot be used.

Each agency will be responsible for retaining the original CTR1 request form. Copies of the requests are sent to OIT. Only signed documents will be accepted. Only restricted Aircards will be submitted for state use.

**XVI. EXCEPTIONS AND NON-COMPLIANCE**

Failure to comply with this policy may result in disciplinary action, by the appropriate authority, normally the employee's agency.

Requests for exceptions to this policy shall be made to the Chief Technology Officer through the Chief Fiscal Officer of a Department/Agency.



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**E. STEVEN EMANUEL**  
Chief Technology Officer-NJ Office of Information Technology  
State Chief Information Officer

4/16/12  
DATE