



CIRCULAR

STATE OF NEW JERSEY

DEPARTMENT OF THE TREASURY

NO.: 15-04-OMB/OIT

ORIGINATING AGENCY:
OFFICE OF MANAGEMENT AND BUDGET
OFFICE OF INFORMATION TECHNOLOGY

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EXPIRATION
DATE: INDEFINITE

SUPERSEDES:
13-05-OIT

SUBJECT: ASSIGNMENT AND USE OF STATE OWNED CELLULAR WIRELESS DEVICES

ATTENTION: DEPARTMENT HEADS, CHIEF INFORMATION OFFICERS, DIRECTORS OF
ADMINISTRATION, AND DEPARTMENT TECHNICAL OFFICERS

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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, State entities and affiliated organizations under the Executive Branch of State government.

IV. DEFINITIONS

- A. 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.

- B. **Roaming charges** are costs incurred when a wireless device travels outside the geographical area that the device plan covers.

- C. **The Cellphones Group** – Is the unit within the Office of Information Technology that should be contacted for assistance or clarification of the plan that a device is on. The unit can be reached at: Cellphones@oit.state.nj.us.

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.

At no time will anyone's personal device numbers be allowed to transition to the State however State numbers may be allowed to transition to personnel devices upon leaving the state workforce.

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 Employees Toll/usage statement. Use of a wireless device that incurs costs outside of business calls that results in "wireless usage" charges against the State wireless device, are to be reimbursed in accordance with the circular on Telephone Billing.
- C. Unauthorized use of Text Messaging or GPS services is not permitted.
- D. Use of Directory Assistance (411) is prohibited; alternative cost effective options should be used. When needed, the State's Directory Assistance number is (865) 982-3782.
- E. Downloading of ringtones, games and other features offered by Wireless Carriers is prohibited. If there is a legitimate State Business requirement for any of these features/services, the need must be clearly justified to Voice services within OIT. OIT will then initiate the appropriate plan modification for the device with the Carrier.
- F. International calls must not be made without an international plan assigned to the device. Use of the device during international travel, without proper notification to the Cellphones group, incurs higher cost, therefore an international travel plan must be added prior to, and for the duration of the travel.
- G. Data usage charges by Blackberries/Smart phones/Androids should not accrue beyond the data plan for that particular device.

***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.*

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 wireless 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.

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

- A. Define "abuse" in relation to the business priorities of the department.

- B. Recouping employee costs based on the department's determination of abuse.
- C. Periodic coordinated reviews of wireless usage and termination reports.
- D. An annual inventory of wireless devices.
- E. Obtaining the appropriate approvals (Fiscal and Procurement).
- F. A notification requirement for when an employee separates from the agency or no longer requires the use of the wireless device.
- G. A process for reimbursing the State for wireless usage charges (See Paragraph VI, B above).
 - 1. A clear notification to users that State issued wireless phones are not to be used in any way outside what their wireless plan allows (see agency telecom coordinators for specific plans).

State issued wireless phones, should not enter contests, free drawings, or any other non-state related activity or service. Users should notify their telecom coordinators when any travel plans take their device outside their geographical plan allowance (this eliminates roaming charges). All Travel arrangements to be made outside the US territories with state issued wireless devices must be relayed to the State Telecom Coordinators prior to travel so the necessary plan changes can be made to eliminate large Roaming and International cost overages. Texting without a text plan incurs costs as well as dialing information 411. All these activities will incur charges that may require reimbursement in accordance with the circular on Telephone Billing.

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 (CTR/DPR) to OIT's Wireless Telecommunications Unit via e-mail at 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]. The Agency Coordinator is responsible for obtaining the required Agency approvals prior to submitting the CTR/DPR 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.

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.

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 finalizes the order request, adding Purchase Order information and any other pertinent necessary details.
3. Verifies or assigns a new CTR/DPR number, reviews logs and compares the CTR/DPR details with the Purchase Order information.
4. Electronically forwards completed Form CTR/DPR, 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.
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 (see V. Policy).

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 and assignments preferably as clearly defined users to assist in recouping usage charges where and when necessary.

IX. ENSURE THAT ALL NUMBERS ARE BEING UTILIZED AND NOT ABANDONED. AGENCIES ARE RESPONSIBLE FOR ISSUING DISCONNECT ORDERS FOR ALL UNUSED NUMBERS UNLESS DESIGNATED FOR REASSIGNMENT (SEE IX. PROCEDURE FOR REASSIGNMENT OR TERMINATION OF A WIRELESS DEVICE.)

A. 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 CTR/DPR 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 CTR/DPR Form. Submission of CTR should be submitted on the next business day.

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 CTR/DPR Form must be submitted to OIT the next business day.

X. PROCEDURE FOR REASSIGNMENT OR TERMINATION OF A WIRELESS SERVICE

- A. Telecommunications Coordinator must have the employee returning a device sign a sign-off on a return sheet, which must be maintained by the Department. The device must be 'wiped'. (See XII. DESTRUCTION AND SANITIZATION OF DEVICES) so that no data is left on the phone when a device is no longer to be used. Where the device is being reassigned to another agency user the device will require less stringent wiping simply removing previous owner settings is sufficient.
- 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 State 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 CTR/DPR 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.

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.*

XI. 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 CTR/DPR form should immediately be submitted to OIT. All numbers that are suspended should either be reactivated on new equipment or disconnected within 30 days.

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

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 VI)

XII. 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, an email justification should be sent to the OIT Wireless Telecommunications Unit and a copy maintained at the agency, otherwise the device must be terminated if no longer required.

Requests for disconnection/termination of wireless phone service will be conveyed via CTR/DPR 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 Smartphone and Blackberry wireless devices to OIT Telecommunication Services at 200 Riverview Plaza, Trenton NJ.

Basic phones can be destroyed (see XII. DESTRUCTION AND SANITIZATION OF DEVICES).

XIII. DESTRUCTION AND SANITIZATION OF DEVICES

Agencies must follow 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:

- A. Policy 09-10-NJOIT - http://nj.gov/it/ps/09-10-NJOIT_Information_Disposal_and_Media_Sanitization_Policy_4-08-11.pdf
- B. Standard 09-10-S1-NJOIT - http://www.state.nj.us/it/ps/152-S1-NJOIT_Information_Disposal_and_Media_Sanitization_Standard_04-08-11.pdf
- C. Procedure 09-10-P1-NJOIT - [http://www.state.nj.us/it/ps/09-10-P1-NJOIT_152_Disposal_and_Media_Saitization_Pocedure.pdf](http://www.state.nj.us/it/ps/09-10-P1-NJOIT_152_Disposal_and_Media_Sanitization_Pocedure.pdf)

XIV. PROCEDURE FOR PROCESSING WIRELESS TELEPHONE SERVICE BILLS

A. Telecommunication Services Billing Unit

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

B. Agency Unit Manager/Supervisor

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

C. Employee

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

D. OIT Wireless Administrator

1. At least quarterly, in collaboration with the OIT 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 CTR/DPR activity

XV. BEEPERS / PAGING DEVICES

Each Department is responsible for leasing their own Beeper /Paging devices. The contract is with American Messaging and located on the Purchase Bureau's website at: (http://www.state.nj.us/treasury/purchase/noa/contracts/t216a_12-x-22315.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.

XVI. 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.

1. See Circulars 11-01-NJOIT, 179 - Remote Access:
 - a) Policy 11-01-NJOIT - http://www.nj.gov/it/ps/11-01-NJOIT_Remote_Access_Policy.pdf
 - b) Standard 11-01-S1-NJOIT - 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.

1. See Circular 12-02-NJOIT, 132 - Portable Computing Use and Temporary Worksite Assignment:

- a) Policy 12-02-NJOIT – http://www.nj.gov/it/ps/12-02-NJOIT_132_Portable_Use.pdf

C. Request Forms

The Agency Telecommunications Coordinator will submit a completed CTR/DPR form to OIT's Wireless Telecommunications unit via email to Cellphones@oit.state.nj.us.

Each agency will be responsible for retaining the original CTR/DPR request form. Copies of the requests are sent to OIT. Only signed documents will be accepted.

XVII. 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.



E. STEVEN EMANUEL

Chief Technology Officer-NJ Office of Information Technology
State Chief Information Officer

10/17/14
DATE