

University Wireless Communication Device Distribution  
Principles and Guidelines  
Office of Information Technology  
Southern Connecticut State University  
July 1, 2009

The purpose of this document is to provide guidelines, criteria and conditions for the use of wireless communication devices that are issued to employees of Southern Connecticut State University. The outlined procedures will take effect immediately for current and future University wireless communication device holders.

The wireless communication devices include cell phones, data card services, PDAs, Blackberries, Treos or other telecommunication devices that have voice, text messaging, and/or data capabilities with a monthly service fee. It does not include pagers or mobile radios.

1. To be eligible, an employee must have a bona-fide business need for a wireless communication device and obtain approvals from the employee's supervisor, dean/director, and Vice President/Chief Information Officer.
2. The university may provide a wireless communication device that includes both **voice and data capabilities** to an employee if at least one of the following criteria is met:
  - (a) The employee is designated as a member of the critical incident emergency management team in the university crisis/emergency management plan or has been otherwise designated by the university as "essential personnel".
  - (b) The employee is responsible for critical infrastructure and needs to be immediately accessible to respond to system failures or service disruptions.
  - (c) The employee is an OIT staff member who is responsible for providing technical support to wireless communication devices issued by the university.
  - (d) The employee is authorized to receive such a device for other reasons, as determined by the by the appropriate Vice President/Chief Information Officer.
3. The university may provide a wireless communication device that includes both **voice and text messaging capabilities** to an employee s if at least one of the following criteria is met:
  - (a) The employee's position requires that he/she be immediately accessible to receive and/or make frequent business calls outside of working hours.
  - (b) The employee's position require considerable time outside the office (travel, meetings, conferences, etc.) and use of a wireless communication

device facilitates the effective maintenance of business operations while out of the office

- (c) The employee's effectiveness in fulfilling assigned duties will show a significant increase through the use of a wireless communication device or the use of other less expensive communication devices does not serve as a viable alternative.
  - (d) The employee is an OIT staff member who is responsible for providing technical support to the wireless communication devices issues by the university.
  - (e) The employee is authorized to receive such a device for other reasons, as determined by the by the appropriate Vice President/Chief Information Officer
4. The device holder will be assigned to one of the approved calling plans. Requests for exception must be made to Executive Vice President of Finance and Administration. The list of approved calling plans can be obtained from the Administrative Support Services Department. A review of the calling plans will be conducted annually by the Administrative Support Services Department.
  5. University Departments may make available one or more cell phones for staff to share. Departmental cell phones are shared phones signed in and out by employees for shift/backup/duty rotations.
    - (a) Department heads are the custodians of departmental cell phones.
    - (b) To apply, department heads must submit applications with justifications to dean/director, and appropriate Vice President/Chief Information Officer.
    - (c) Only voice and text messaging services are included in a departmental cell phone.
    - (d) The departmental cell phones are used for business purposes only. Usage logs will be required and will be reviewed annually by the department heads to verify business use.
  6. The cost will be charged to employee's department. The Banner Org Manager of the department must ensure availability of funding. Departmental eligibility criteria can be more (but not less) restrictive than the university criteria stated above.
  7. The decision to incur business expenses for mobile communication devices must be evaluated from a cost/benefit perspective. Department heads should consider other viable options such as landline phones, pagers, or other less expensive communication devices prior to the issuance of University devices. A review of both the necessity and amounts of plan minutes shall be conducted annually by the department heads to ensure the effective use of university resources.

8. The official working hours of employees are guided by union contracts. If device holders fall under the category of 2(a), 2(b), or 3(a), by accepting the devices from the University, the device holders have agreed to make it their best effort in responding to calls, voice messages or emails outside of normal working hours. Work conducted outside of normal working hours will be credited based on rules approved through the collective bargaining process.
9. All device holders are expected to:
  - (a) Activate password protections if available.
  - (b) Sensitive or confidential information should not be transmitted via emails or text messages.
  - (c) No confidential or sensitive information shall reside on the device.
  - (d) Cellular telephone conversations are not secure; therefore device holders should use caution when discussing confidential information.
  - (e) The device holder is responsible for the safeguarding of the equipment and controlling its use until its return to the University. Incidents of abuse or misuse will be reported to the appropriate University administrative officers. All direct and indirect costs attributed to the abuse or misuse may be charged to the device holder.
  - (f) If your device is lost or stolen, notify University Police immediately.
10. All account holders are expected to:
  - (a) You are required to keep complete copies of each bill for auditing purposes throughout the service plan agreement, or until permission to destroy such records has been requested and granted by the State of Connecticut Public Records Administration.
  - (b) You are requested to review your bill, resolve any discrepancies with your provider and submit approval for payment within 30 days of receipt of provider invoice to the Accounts Payable Department.

University wireless communication devices are the property of the State of Connecticut and use thereof by the user is restricted to the performance of official State business or activities approved through the collective bargaining process. Information related to usage and utilization of these devices is constantly being collected and logged. While OIT personnel do not review the contents of this material except when necessary in the course of the discharge of official duties and as permitted by law, device users should know that all such information is subject to subpoena, discovery, the Connecticut Freedom of Information Act and such other disclosure processes as may be authorized by law.