

**Office of the Chief Information Officer
Enterprise Policy**

Policy Number: CIO-071

Effective Date: 09/12/2001

Revision Date: 03/19/2013

Review Date: 08/05/2016

Subject: Wireless Voice and Data Services Policy

Policy Statement: The purpose of this enterprise policy is to define and outline acceptable use of wireless voice and data services in state government. These rules and guidelines are in place to protect both the user and the Commonwealth. This policy requires all agencies and staff members and other users to comply with the acceptable use provisions of this policy.

Policy Maintenance: The Commonwealth Office of Technology, Office of Infrastructure Services and Office of Enterprise Technology share the responsibility for the maintenance of this policy. Agencies may choose to add to this policy, in order to enforce more restrictive policies as appropriate and necessary. Therefore, staff members are to refer to their agency's internal acceptable use policy, which may have additional information or clarification of this enterprise policy.

Authority: KRS 42.726 authorizes the Commonwealth Office of Technology (COT) to develop policies that support and promote the effective application of information technology within the executive branch of state government, as well information technology directions, standards, and necessary management processes to assure full compliance with those policies.

Applicability: This policy is to be adhered to by all Executive Branch agencies and staff, including employees, contractors, consultants, temporaries, volunteers and other workers within state government. This policy applies to the use of wireless voice and data services in the course of conducting official state business, and is not intended to address staff members personal use of these services outside the workplace.

Responsibility for Compliance: Each agency is responsible for assuring that staff within their organizational authority are aware of the provisions of this policy, that compliance is expected, and that intentional, inappropriate use may result in disciplinary action up to and including dismissal. It is also each agency's responsibility to enforce and manage this policy. With respect to any Internet and Electronic Mail usage over wireless networks, all aspects of the Internet and Electronic Mail Acceptable Use Policy [CIO-060](#) shall apply.

Review Cycle: This policy will be reviewed at least every two years.

Policy: The Commonwealth of Kentucky allows use of wireless devices, to include cellular telephones, where it can be shown that such use will improve efficiency, provide the ability to respond in emergencies, and/or enhance staff/client safety. The following is the enterprise policy for deployment and acceptable use of wireless devices within the Executive Branch of state government. This minimum policy should be used as the model by all state agencies.

This policy covers two areas:

- 1 – Acceptable Use
- 2 – Request for Service

1 - Acceptable Use:

State Government staff members should use wireless services, when appropriate, to accomplish job responsibilities more effectively and to enrich their performance skills. Wireless services and devices, such as cellular telephones, acquired through state contract are for **Official Use**. If a state issued cellular telephone is used for personal use, the staff member is expected to reimburse the state for those calls through their agency. Each agency will establish a specific method for reimbursement.

The agency may allow a staff member to use a personally owned wireless device for state business if it is deemed to be in the best interest of the state. Decisions will be made on a case-by-case basis. Staff members may be reimbursed for business-related calls made on their personal wireless devices. A request for reimbursement must include a signed copy of the staff members billing from the wireless carrier highlighting work calls for which the staff member is requesting reimbursement.

Unless secured by an available encryption method, staff members should have no expectation of privacy associated with wireless services and the information they transmit.

2 - Request for Service:

All requests for wireless services within the executive branch must be coordinated with the Cabinet Wireless/ Telephone Coordinator.

Prior to submittal to the Cabinet Wireless/Telephone Coordinator, the Commissioner or agency head, based on an acceptable cost/benefit business case analysis submitted by a branch manager or director, must approve requests for wireless services. When a wireless device is reassigned to another staff member, the Wireless/Telephone Coordinator must be notified immediately.

Supervisors are encouraged to identify wireless service training needs and resources, to encourage their use to improve job performance, and to support staff attendance at training sessions.

Agency Responsibilities

- The distribution and use of all existing wireless devices must be re-evaluated by the agency upon adoption of this policy.
- Each agency should evaluate staff use of wireless services while traveling out-of-state. A state-issued [long distance calling/credit card](#) may be a more cost efficient way to communicate in these situations.
- To effectively manage communication costs and to provide a safety device for staff members, agencies should consider the creation of a loaner pool of wireless devices for distribution to staff on an as needed basis, as opposed to the permanent assignment of these devices to individual staff members.
- The Agency is responsible for the replacement of lost or stolen devices.
- The Cabinet is responsible for assigning a Wireless/Telephone Coordinator. It is the responsibility of the Wireless/Telephone Coordinator within each agency to maintain a master listing of all wireless devices issued within their area of responsibility. This master listing should indicate user name, location, and wireless phone number or IP address. Each month, when billings are received from the vendor, the master listing of activated devices must be compared to the billings. Discrepancies must be resolved with the vendor. Upon request, monthly billing

statements are available to supervisors from the Wireless/Telephone Coordinator. These may be further disseminated to staff members as necessary.

- The agency will be responsible for maintaining records of staff usage.
- Each agency shall document their procedures for requesting wireless services and those procedures should include a statement justifying the use of wireless services by the individual(s) for whom such services are requested.

Staff Responsibilities

- State government staff members have an obligation to use their wireless devices and services in a responsible, informed and safe manner, conforming to network etiquette, customs, courtesies, safety practices and any or all applicable laws or regulations.
- By [Executive Order 2009-1198](#), the Governor prohibits state government staff members from text messaging while driving government-owned vehicles. Additionally, the Commonwealth does not encourage nor support the use of any mobile communication devices while operating non-government owned motor vehicles. This includes reading from or entering data into any hand-held or other electronic device for purposes such as telephone calls, emailing, navigational information, text messaging, or similar activities.
- Staff members should avoid transmitting sensitive or confidential information over any wireless network without approved security services or encryption tools, if and when available.
- Staff members shall be aware that their conduct and information they transmit reflects on the reputation of the Commonwealth. Therefore, professionalism in all communications is of the utmost importance.
- Staff members shall represent themselves, their agency or any other state agency accurately and honestly through wireless communications.
- Staff using wireless devices are responsible for securing them at all times. For example: when leaving a vehicle, staff should make sure that the doors are locked and the device is out of sight. All losses shall be reported to the Agency coordinator immediately.

Unacceptable Uses

Use of Commonwealth of Kentucky wireless resources is a privilege that may be revoked at any time for inappropriate conduct. Any abuse of acceptable use policies may result in revocation of access, notification to agency management, and disciplinary action. Examples of inappropriate conduct include, but are not limited to:

- Use of Commonwealth wireless services for personal gain or personal business activities as defined in a commercial sense such as buying or selling of commodities or services with a profit motive.
- Engaging in illegal activities or for any illegal purposes, including initiating or receiving communications that violate any laws and regulations.
- Use of abusive or objectionable language in either public or private messages. It is against the law to make obscene or harassing phone calls.
- Misrepresentation of oneself or the Commonwealth.
- Soliciting money for religious or political causes.

Resources:

- CIO-060, Internet and Electronic Mail Acceptable Use Policy:
<https://gotsource.ky.gov/docushare/dsweb/Get/Document-5282/>
- Calling/Credit Card Rated Service Description:
<https://gotsource.ky.gov/docushare/dsweb/Get/Document-383084>
- Executive Order 2009-1198, Relating to the Prohibition of Text Messaging While Driving:
<http://apps.sos.ky.gov/Executive/Journal/execjournalimages/2009-MISC-2009-1198-206362.pdf>

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