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State of Rhode Island Department of Administration Division of Information Technology	TITLE	<i>Service and Support for Cell Phones, Blackberries and Mobile Broadband Devices</i>			
	DRAFTED BY	Clarence D. Bussius			

1. PURPOSE

1.1 It is the purpose of this policy to identify the process and procedures, to be followed by state agencies and departments in the executive branch, for the procurement and support of cellular telephones, Blackberry devices and Mobile Broadband Devices (Aircards).

2. POLICY

2.1 Unless otherwise specifically provided, the Telecommunications Section of the Division of Information Technology (DoIT) is primarily responsible for the procurement, installation, synchronization, trouble resolution, and repair of all cellular telephones, Blackberry devices and Mobile Broadband devices as well as the training necessary to utilize the device.

2.2 Only state procured and issued devices will be supported. No exceptions will be considered by DoIT.

2.3 All Blackberry devices must be synchronized with the appropriate Blackberry Enterprise Server (BES). Personal Blackberry devices are not authorized to be synchronized with any state BES server or desktop.

2.4 State issued cellular phones and Blackberry devices are not to be used as a replacement for a personal cellular phone or Blackberry device. In the event that an individual must use a device for personal use due to an emergency or exceptional circumstance, the individual will be responsible for reimbursing the State for that use. Further guidance is provided in this policy regarding reimbursement procedures.

3. ASSIGNMENT

3.1 The assignment of cellular telephones, Blackberries and Mobile Broadband devices will be based upon the functional requirements of an individual's position and shall be limited to the following areas:

3.1.1 Crisis Management

3.1.2 Emergency Management

3.1.3 Productivity Requirements

3.1.4 Communications

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- 3.2 All requests for the assignment of Blackberry devices and Mobile Broadband devices must be submitted in writing using the DoIT Telecommunications Request Form (see Appendix A), stating reasons why each assignment is necessary, and must be approved by both the head of the agency or department and the Chief Information Officer (CIO).
- 3.3 No individual shall be issued more than one (1) cellular telephone or Blackberry without the written approval from the Chief Information Officer.

4. SERVICE AND SUPPORT

- 4.1 All requests for procurement, installation, synchronization, trouble resolution, repair or training for cellular phones and Blackberries must be submitted to the DoIT Service Desk. The service desk can be reached by telephone at 401-574-9709 or email at service@doit.ri.gov.
- 4.2 In accordance with the Master Price Agreement (MPA) for Cellular Telephone Services that has been approved by the Division of Purchases, only DoIT Telecommunications staff (Telecom staff) are authorized to deal directly with the vendors.
- 4.3 Individuals are not authorized to bring their cellular telephone or Blackberry to any vendor service center for any reason without the prior approval of Telecom staff. MPA vendors are required to refuse service to any individual for a state acquired cell phone, Blackberry or Mobile Broadband Device without Telecom staff approval.
- 4.4 All cellular telephones, Blackberries and Mobile Broadband Devices issued to employees are state property and as such must be returned to the DoIT Telecommunications Section when no longer needed by the individual to whom it was assigned.
- 4.5 Transfer of state issued cell phone numbers to a private phone is not authorized and will not be approved in any instance.
- 4.6 Texting is turned off on all state issued devices. Staff requiring texting capability to perform their official duties must request it through their Department Director who will then forward the request to the CIO. If approved, a texting plan will be activated for the device. Every attempt should be made to use email in lieu of texting.
- 4.7 The downloading and installation of third party applications, eg; Instant Messaging, Facebook, Twitter, Weather Bug etc., is not authorized for use on any state issued device without the prior approval of the CIO. The setup of third party or personal accounts is also not authorized. These will be removed when detected.

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5. SECURITY

- 5.1 According to the rules and policies established by DoIT , applicable security settings will be configured at the time of issuance. Maintaining the security settings of all cellular telephones, Blackberries, and Mobile Broadband devices is mandatory.
- 5.2 All users are required to password protect their devices with a password consisting of at least 4 alphanumeric characters. Users are not authorized to turn off the password.
- 5.3 All state issued Mobile Broadband devices, commonly referred to as MIFI devices, shall be configured with WPA2 security with an appropriate password to prevent unauthorized access.

6. PERSONAL USE

- 6.1 State issued cellular telephones and Blackberry devices are issued to individuals in order to permit them to perform the assigned duties in the most efficient manner. These devices should not be used as a replacement for a personal cellular telephone.
- 6.2 State issued cellular phones and Blackberry devices are not to be used as a replacement for a personal cellular phone or Blackberry device. In the event that an individual must use a device for personal use due to an emergency or exceptional circumstance, the individual will be responsible for reimbursing the State for that use. Individuals assigned a state issued cellular telephone or Blackberry device shall be required to reimburse the State of Rhode Island for emergency or exceptional circumstance personal use in accordance with the policy and reimbursement procedures established by Accounts and Control Policy A-54, dated February 17, 2010.

7. DoIT PROCEDURE

- 7.1 When the Telecomm Request Form is submitted to DoIT, the Telecomm Service desk staff will send the request to the office of the CIO for approval then forward it to the DoIT Telecommunications Section for procurement.
- 7.2 When the device is received, Telecom staff will contact the user to either pickup the device or make arrangements to meet with the individual to perform the setup and/or configuration needed.
- 7.3 All requests for repair or other types of support must also be submitted to the Service Desk.

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- 7.3.1 No one other than Telecom staff is authorized to provide any support for devices without the expressed approval of Telecom staff.
- 7.3.2 Damaged or broken devices must be returned to the DoIT Telecommunications Section, who will determine if the device can be repaired or will require replacement.
- 7.3.3 Prior to disposal of any device, all memory will be erased by the Telecom staff to ensure that any sensitive information is removed.

8. APPROVALS

Thomas M. Donnell
Director of Operations

4/14/2011
Date

John E. Landers
Chief Information Officer

4-13-2011
Date

R. Shull
Director, Department of Administration

4-13-2011
Date



Appendix A

DIVISION OF INFORMATION TECHNOLOGY
TELECOMMUNICATIONS REQUEST FORM

Submit 5 - 10 working days in advance for Routine Programming Only Requests
Submit 10 - 20 working days in advance for Complex Programming Requests
Submit 15 - 30 working days in advance for all other requests (moves, new lines, etc)
(The above time periods are subject to change based on workload)



E-Mail Completed Form To:
telecom@doit.ri.gov

Name: Telephone:

Department: Division:

Address: Floor: Room (VJ):

Type of Service: Telephone Fax/Modem Line Voice Mail Data Line/Jack
Other

Class of Restriction: Internal Only Call Internal/Receive All Local Statewide
New England US/Canada International

Action Requested: Add Move Change Other
From: To:
From: To:

TDD Required: Yes No Telephone Set Type:

Date Required:

Comments or Special Instructions:

Contact's Name Phone Number Fax Number
Authorized Agent's Signature Department RIFANS Account Date

FOR TELECOMMUNICATIONS USE ONLY

Date Received: Work Order Number:

Assigned Extension:

Special Instructions/Comments:

Switch Audix Microcall E911