



Administrative Policies and Procedures

Office of the Executive Vice President for Administration

Policy Title Wireless Device Usage
Approved October 16, 2007

1. Purpose and Scope

Wireless devices are provided by the Auraria Higher Education Center as a tool for completing essential duties of the position, with an added goal to increase productivity and allow flexibility in service to the campus community. A wireless device is also an item that, if used inappropriately, has the possibility of being abused for personal gain.

The Auraria Higher Education Center wishes to provide consistent, convenient and cost-effective wireless telephone and data services to its employees. The objectives of this policy are to:

- A. provide guidelines to employees who may need to have a wireless device to conduct agency business;
- B. apply standards to the wireless device equipment and service agreements used by agency employees;
- C. simplify and make more manageable the agency's relationship with wireless vendors;
- D. provide a system for monitoring wireless device usage patterns so that plans can be routinely modified to better meet the needs of the user and the agency;
- E. ensure that the agency's acquisition of wireless services is cost-effective;
- F. provide an internal system for purchasing wireless services, gaining access to repair services, acquiring necessary training and support and communicating available programs to the community; and
- G. establish a system for monitoring future developments in wireless services and selecting those that meet the needs of the agency.

This policy applies to all staff of the Auraria Higher Education Center.

2. Eligibility and Approval

Agency-provided wireless devices may be assigned to employees provided at least one of the following two criteria is met.

- A. The job function of the employee requires considerable time outside of their assigned office or work area and it is important to the Agency that they are accessible during those times.
- B. The job function of the employee requires them to be accessible outside of scheduled or normal working hours.

Simple convenience is not a criterion for wireless device need. It is the responsibility of the Division Director to make the above determination as to whether an agency-provided wireless device is warranted.

3. Blackberry Devices

Some employees may be eligible to be issued a Blackberry device, which incorporates wireless email, calendar, and address book access into the device. Division Directors shall make recommendations of staff that require a Blackberry device to the Deputy EVPA for approval.

4. Personal Calls

Many staff members are required to carry their wireless device while away from the campus and outside of normal work hours, so that they are accessible in the case of an emergency. Given the necessity to carry this tool with them, some staff are eligible for “personal use” of their device; eligible staff members (as designated by their Division Director) may select this option. A staff member that opts for “personal use” of their device shall reimburse the agency a set fee, in order to mitigate any personal gain on behalf of the agency and the State. This fee shall be set by the CFO and shall be adjusted, as necessary, as costs change. This fee will also vary, depending on the type of wireless device (i.e. cellular phone vs. Blackberry device).

A staff member who designates their device as available for “personal use” shall be responsible for charges in excess of wireless plan allowances, unless the staff member can demonstrate the excess usage was for bona fide work-related purposes. An example of this would be heavy call usage in the event of a natural disaster, such as a blizzard. Otherwise, plan overages attributed to that user shall be invoiced to them personally, minus the monthly fee paid for “personal use.”

What **falls** into the category of “personal use?”

- The staff member does not carry another (personal) wireless device
- The staff member makes or receives personal calls on their device, but primary usage is still for work-related purposes
- Friends and family have the phone number of this device to contact the staff member
- The staff member carries the wireless device with them, both during work hours, and outside of them, with the intent to be available for both work-related and personal calls

What **doesn't** fall into “personal use?”

- The staff member has a personal wireless device that they make or receive personal calls on
- The staff member leaves their agency-provided wireless device in the office, or has it shut off when at home
- The staff member rarely, if ever, makes and receives brief calls on the agency-provided device, much as they would on their office extension, when friends or family are unable to contact them through other means.

5. Plans, Handsets, Features and Accessories

The agency will contract (using the state price agreement) for a set of usage plans, devices, and features that will serve the needs of most employees. The purchase of necessary accessories (clips, chargers, batteries, etc.) shall be the responsibility of the division.

6. Damage, Loss or Theft

Handsets or other equipment that are damaged in the course of business should be brought to your divisional wireless coordinator, who will contact Telecom, IT, and/or the vendor for replacement or repair. Lost or stolen wireless equipment should be immediately reported to the employee's supervisor, to Campus Police and to Telecom, so that the service can be cancelled. Damage, loss, or theft of wireless equipment due to neglect or abuse by the employee may be cause for disciplinary action. Repair and replacement charges may be assessed to the employee personally in these cases.

7. Program Management

The relationship with cellular providers shall be managed through Telecom. Telecom staff will place all orders for wireless devices and services with the contracted vendor and take delivery of equipment.

Telecom staff will contact employees ordering equipment when it arrives and provide necessary orientation and training. Telecom staff will monitor plans and overall usage and suggest changes in service agreements to provide the most convenient and economical plan to the agency. Telecom will also monitor changes in wireless technologies and make recommendations for improvements in the agencies equipment on an as needed basis.

8. Removal of Wireless Devices

An agency-provided wireless device is the property of the agency and as such may be removed from the employee's possession at any time. Abuse of wireless device privileges, upon the discretion of the Division Director, will result in loss of wireless device privileges. Division Directors, in consultation with the CFO and Telecom, shall review the assignment of wireless devices on a regular basis, and may determine that an employee who currently has a wireless device does not meet these criteria. Necessity of a wireless device may also be affected by a change in job duties or position.

I have read the guidelines for the issuance and usage of wireless devices and have agreed to the conditions.

Employee Signature/Date

Supervisor Signature/Date

Equipment issued:

Updated July 17, 2007