



## **Administrative Regulations Office of the Mayor**

**Title:** CELLULAR TELECOMMUNICATION SERVICES AND DEVICES

**A.R. Number:** 2.2 **Effective Date:** 7/1/2008 **Page:** 1 of 7

**Supersedes:** Wireless Communication Devices Usage A.R.: 2.2 **DATED:** 2/1/2007

### **I. POLICY**

Telecommunication services and devices are essential to the City's ability to provide and deliver its services in a convenient and cost effective manner. Any telecommunication services or devices, whether City-provided or personal, used to conduct City business becomes a conveyer of "City data" and thereby falls under the jurisdiction of the City's Electronic Media Policy. All telecommunication services or devices can and at anytime may be connected to the City's network and such service or device must be in compliance with the City's technology standards established and maintained by the City of Richmond's Department of Information Technology (DIT).

### **II. PROCEDURE**

The purpose of this policy is to provide guidance to employees on the business use and acquisition of wireless communication devices and in turn increase the level of service provided to the City's customers, increase the level of safety for the City employee, and/or satisfy legal requirements. All City-provided cellular telecommunication services and devices requests must come from individuals using the Cellular Authorization Request Form approved by their appropriate Supervisor, Automation Coordinator and Director. Each department will have an inventory level determined and approved by the CIO/Director of Information Technology which will be reviewed on an annual basis during the budget cycle. The Chief Administrative Officer's (CAO) approval will only be necessary if the request increases the number of devices assigned to the department as a whole. This form is located on Starnet, Information, Forms, Information Technology, Cellular Equipment Authorization Request Form (see attachment). The authorization request form must be signed by the respective Agency Head and forwarded to the Director of DIT. The following information is required to complete the request form:

1. Client Name (the requestor) and desk/office telephone number.
2. User's Name (even if the same) with desk/office telephone number, title and payroll position number.
3. Department/Agency including the Billing Account Code (BAC).
4. Selection from the Guidelines for Eligibility for Cellular Service or Device (see attached).

#### **Criteria for Eligibility for Cellular Service or Device**

Employees that meet one or more of the following criteria are eligible to be issued City provided cellular services and devices upon approval by the respective agency's director.

1. Job requires employee to be mobile and still have access to the telephone network and email to contact citizens, co-workers, other City employees, or City contractors;
2. Cellular device will enhance an employee's primary responsibility of providing emergency services;
3. Cellular device will enhance an employee's primary service delivery responsibility and capacity;
4. Employee requires "life-line" in potentially hazardous working environments;
5. Employee supports or is responsible for programs, services, or systems that require immediate communications and/or decision making on issues critical to the City;
6. Employee is required to be "on-call" after normal working hours;
7. Employee who by the nature of their work, are required to be accessible by telephone regardless of the time of day, day of the week, or geographical location.

The City has specific procedures for the procurement of telecommunication services and devices in order to provide the best value for the City and to remain in compliance with the purchasing code.

1. Users are cautioned that some usage and services may incur additional "extra" charges/costs to the department and the City. Such as: out of area roaming, off network calls, text messaging (SMS), sending of cell phone generated pictures (MMS), downloading of ring-tones, 4-1-1 directory assistance, long distance, etc. al. These charges if deemed excessive , the department will be charged for these costs.



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2. If a City-provided telecommunication device is damaged and the damage is deemed to be abuse, the department will be charged for any repair or replacement costs.
3. Upgrades to existing telecommunication services and departmental device inventory must have the business needs defined prior to obtaining an upgrade or receiving additional services. Upgrades to like-to-like equipment will be permitted in accordance with the telecommunication carrier.
4. DIT will assist departments in their preparation of a business case to get the best plan at the best value for the City for needed services that may not be included in the basic plan.

The acceptable and prohibited uses of electronic data services and devices are addressed in the City's Electronic Media Systems Policy – Administrative Regulation #2.5, Section III, C and D. This policy is inclusive of all wireless telecommunication services and devices.

### **III. EQUIPMENT GUIDELINES**

The type and quality of telecommunication devices and services shall be established and regulated by DIT. As a general rule, the telecommunication devices and services needed shall be provided of a type and quality to best accomplish the various service delivery missions of the departments and their employees. DIT will coordinate with departments to assure the procurement of the most cost effective services, devices, and systems possible within the budgetary constraints of the City. The Department of Information Technology shall serve as the City's central point for new service notification, service activation, deactivation, or service change.

DIT will allow on a case by case basis the use of personal smart phone devices. For each approved device, the owner must complete and sign the Usage Agreement (see attached). DIT will work with departments and individual employees as needed to provide devices and services that comply with the Americans with Disabilities Act (ADA).

The following points are offered to further clarify what is expected of City of Richmond employees regarding the use of telecommunication services and devices in the conduct of City business:

1. Confidential conversations: Use caution as wireless signals can be intercepted by other communication devices.
2. Cellular services and devices (City-provided or personal) must be operated in accordance with all applicable state and local regulations regarding use while on or conducting City business, in a City vehicle, while operating City equipment, or in your personal vehicle.
  - a. Wireless communication devices shall be turned off or set to silent or vibrate mode during work hours – at job sites or in meetings, conferences and any other location where incoming calls may disrupt normal workflow.
  - b. Pursuant to approval from the Appointing Authority, employees may carry and use personal wireless communication devices while at work on a sporadic or emergency basis. Excessive use of personal wireless communication devices or any other phone during the workday can interfere with employee productivity and be distracting to others. Employees are, therefore, asked to make any personal calls on non-work time. Employees should not use their personal wireless communication devices when they interfere with their work. Flexibility will be provided in circumstances demanding immediate attention.
  - c. If employee use of personal wireless communication devices causes disruptions or loss in productivity, the employee may become subject to disciplinary action per



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- City policy (Administrative Regulation 4.10 – Discipline Guidelines and Personnel Rules, Section II – Disciplinary Actions, Demotions, Dismissals and Separations).
- d. If a telecommunication device provided by the City is damaged, lost, or compromised the employee should immediately notify their department Automation Coordinator and inform the DIT Help Desk to prevent fraudulent use of the device and to acquire a replacement as soon as possible.
  - e. Each employee is responsible for the use of his or her cellular service and device and therefore is responsible to ensure unauthorized use does not occur.

Employees are reminded that everything that is received or transmitted via any telecommunication service or device is subject to disclosure, under the VA Freedom of Information Act.

### IV. RESPONSIBILITIES

#### Employee Responsibility:

Every City employee issued or using one or more City-provided or personal telecommunication services or devices to conduct City business must adhere to the following:

1. Review the City's Electronic Media Policy (Administrative Regulation 2.5).
2. Review the Cellular Telecommunication Services and Devices Policy (Administrative Regulation 2.2).
3. Acknowledge receipt and agreement to the City of Richmond's Cellular Telecommunication Services and Devices Policy-AR 2.2. This form must be signed and forwarded to DIT along with the Cellular Authorization Request Form.

#### Department Responsibility:

1. Shall be accountable for the telecommunication services and devices issued to them, the appropriate usage thereof, and the collection of equipment at the time of employee separation.
2. Shall not transfer assigned equipment to other users without an approved written request for assignment by the Appointing Authority or designee.
3. Shall monitor equipment use for abuse or regulation non-compliance as reported by DIT and take disciplinary action as deemed appropriate.
4. Shall maintain an inventory of the employee names that have been issued any equipment as DIT will issue to the payroll position number only.
5. Review and assess annually the authorized user list to determine if the business need for their telecommunication services and/or devices still exists.
6. May institute more claritive or restrictive telecommunication device, service, and usage policies, however all department policies must be approved by the CIO/Director of DIT. In general, individual department policies shall not be in conflict with the intent of this, or any other, citywide policy. Employees should check with their department for any additional requirements.
7. Shall maintain a log listing employee names, dates, and check-out / check-in times for shared, loaned, or temporarily assigned telecommunication devices or services. Devices or services requiring a unique IP address or user-ID and password shall not be shared, loaned, or temporarily assigned without the approval of the CIO/Director of Information Technology.
8. Shall provide DIT with ample advance notice for any telecommunication additions, moves, and/or changes so as to allow DIT, and the telecommunication device and service providers, time to deliver such in their normal course of business. All telecommunication troubles, regardless of the severity, are to be reported to the DIT Help Desk.



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DIT Responsibility:

DIT shall be responsible for: vendor contract negotiations, vendor invoice payment process, review of the monthly telecommunication services and devices usage and report device usage and charges to the director of each department. Any charges for usage that is deemed excessive or non-business related will be charged to that department for reimbursement to DIT. Items of interest include, but are not limited to:

1. Usage spikes (up or down)
2. Long Distance, roaming, 4-1-1 directory assistance, text messaging, or other "extra" charges/costs type services
3. Downloads such as games, ring-tones, or non-business related services
4. Excessive personal use
5. Billing errors

**V. COMPLIANCE**

The failure of wireless communication devices users to comply with the provisions outlined in this policy may result in corrective or disciplinary action.

**VI. DEFINITIONS**

Wireless communication devices shall be defined as cellular telephones, Blackberry, PDA, or any other electronic communication devices and services, to exclude City owned radios which are provided by the City.

**VII. POLICY UPDATE**

The Office of the Mayor and the Department of Information Technology are responsible for modifications to this Policy.

**APPROVED:**

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**MAYOR**



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City of Richmond: Department of Information Technology
Cellular Equipment Authorization Request Form

Request Date: Department: Position#:
BAC #:

User Name (Print Last, First, MI), Work Number, Title and Position Number: Signature:
Automation Coordinator (AC) Name (Print Last, First, MI) and Work Number: Signature:
Supervisor Name (Print Last, First, MI), Title and Work Number: Signature:
Director Name (Print Last, First, MI) and Work Number: Signature:
If this request increases your departments allotted inventory it can not be processed until this form has been signed by the Chief Administrative Officer (CAO) or his designee if agency.
CAO: (Signature) Date:
Type of Cellular Equipment (Phone/Blackberry/PDA/Air-card):
Additional Equipment needed:
Please check the estimated monthly usage needs:
Uses less than 450 minutes per month Uses more than 450 but less than 900 minutes per month
Uses more than 900 but less than 1350 minutes per month Uses more than 1350 but less than 2000 minutes per month
Uses more than 2000 but less than 3000 minutes per month Other:
Do you currently have a City issued cellular device? (Circle) Yes / No Current cell phone number:
If yes, would you like to keep your existing cell number? (Circle) Yes / No

\*\*\*\*\*Expedite Order (There is an additional charge associated)? (Circle) Yes / No \*\*\*\*\*

Please place a check mark for each applicable "Criteria for Eligibility for Cellular Service or Device" for this request:
Job requires employee to be mobile and still have access to the telephone network and email to contact citizens, co-workers, other City employees, or City contractors
Cellular telephone will enhance an employee's primary responsibility of providing emergency services
Cellular telephone will enhance an employee's primary service delivery responsibility and capacity
Employee requires "life-line" in potentially hazardous working environments
Employee supports or is responsible for programs, services, or systems that require immediate communications and /or requires decision making on issues critical to the City
Employee is required to be "on-call" after normal working hours
Employees, who by the nature of their work, are required to be accessible by telephone regardless of the time of day, day of the week, or geographical location

Directions for completing Cellular Equipment Authorization Request Form:

1. Fill in Date, BAC #, Department Name, and Payroll Position Number.
2. Fill in User Name, Work Number, and Title and provide signature.
3. Fill in Automation Coordinator, Supervisor, and Director Name, Title and Work Number and provide signature.
4. Obtain CAO signature only if request will increase department's allotted inventory.
5. Fill in Type of Cellular Phone (Phone, Blackberry, PDA, and/or Air-card).
6. Fill in any Additional Equipment needed.
7. Answer questionnaire by placing a checkmark by the estimated monthly usage.
8. Provide Current Cell Phone Number (If applicable).
9. Answer questionnaire by circling either Yes or No.
10. Choose to expedite order by circling either Yes or No (Additional Charge).
11. Answer questionnaire by placing a checkmark by any and all applicable criterion.



## USAGE AGREEMENT

### Between User and the City of Richmond

In exchange for permission to gain access to City of Richmond (hereafter "CITY") servers via personal smart phone devices, I,

\_\_\_\_\_, EMPLOYEES NAME  
(hereafter "THE USER"); do hereby agree to the following:

1. I, THE USER, agree to pay all provider costs of service for the smart phone device that is used by me to gain access to CITY servers; and
2. I, THE USER, agree to make the smart phone device used to gain access to CITY servers available to the CITY Department of Information Technology (hereafter "DIT") personnel at least 72 hours in advance of my termination of employment with the CITY. I further agree to grant DIT personnel permission to remove any information from my smart phone that was gained by my access to CITY servers.

I have read and understand the Cellular Telecommunications Services and Devices Policy and Usage Agreement. I agree to be liable for all obligations under this agreement.

\_\_\_\_\_  
EMPLOYEE NAME (signature)

\_\_\_\_\_  
Date



**ACKNOWLEDGEMENT OF RECEIPT AND AGREEMENT  
THE CITY OF RICHMOND'S  
CELLULAR TELECOMMUNICATION SERVICES AND DEVICES  
POLICY**

I have received, read, and understand the City of Richmond's Cellular Telecommunication Services and Devices Policy. I agree to abide by the terms of this policy and any changes made to this policy by the City. I certify that I am aware that I can obtain an updated copy of this policy from my Automation Coordinator or the CIO/Director of Information Technology, or from the City's Intranet.

Employee Name (PRINT): \_\_\_\_\_

Employee Title and Position Number:

\_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Employee acknowledgement shall be retained by the Department of Information Technology.

**TO BE COMPLETED BY THE DEPARTMENT DESIGNATED AUTOMATION COORDINATOR**

I hereby certify that the above-named employee has personally acknowledged to me that she/he has read and fully understands the City of Richmond's Cellular Telecommunication Services and Devices Policy and the City's Electronic Media Policy noted above.

Department: \_\_\_\_\_

Automation Coordinator Name (PRINT): \_\_\_\_\_

Automation Coordinator: \_\_\_\_\_

Date: \_\_\_\_\_