

Mobile Device Policy

Sec. 114-181. - Requests; reviewing

All requests for mobile devices (cellular phones, smart phones, iPhones, MiFi, tablets, wireless data cards, microcell routers) will be made using a Dallas County Telecommunications Requirement form. Form can be found at Communications & Central Services website http://www.dallascounty.org/department/comm/comm_index.php and under IT Services <http://www.dallascounty.org/itservices/forms.html>. Fax forms to (214) 653-6464 or email to telecomservices@dallascounty.org. For all requests and quotes on Windows based tablets and ipads contact the IT Service Desk at 214-653-7900.

- (a) All requests submitted must include the following information:
- (1) Requesting department name and department number.
 - (2) To whom the mobile device will be issued (complete name).
 - (3) Mobile device type.
 - (4) Explanation why the mobile device is needed, include the job duties of the employee for which the device is requested. This explanation should clearly delineate why other means of communication cannot satisfy operational requirements.
 - (5) An estimate of monthly utilization (i.e., 100 minutes, 200 minutes, etc). Requests for utilization in excess of 250 minutes must include detailed justification for this level of usage.
 - (6) Justification for any ancillary equipment that may be requested. Devices will include an AC charger. All other equipment (cigarette lighter adapters, carrying cases, belt clips, etc.) is extra.
 - (7) Funding code and or Grant Funded.
 - (8) Elected Official/Department Head signature.
 - (9) If the employee to whom a mobile phone is issued was previously issued a County pager, that pager will be turned in unless otherwise approved. If a request is made for both a phone and pager or the department is requesting to retain the pager a specific detailed justification for needing both must be included on the request.
 - (10) Any special applications needed and the cost of that application if any.

Sec. 114-182. - Demonstration of need; guidelines for mobile device recommendations

The Telecommunications Department will review each request using the criteria listed below. After evaluation, each request with a recommendation will be forwarded to the Office of Budget & Evaluation. The Office of Budget & Evaluation will evaluate the request using the duties and responsibilities of the position for which the mobile device is requested. If approved by Office of Budget & Evaluation, they will submit briefing to Commissioners Court.

After a request is approved and briefed, Telecommunications will order the equipment and will notify the requesting department when devices are ready for pickup.

The criteria for reviewing requests are as follows:

- (a) Job function/Operational Requirements
- (1) Duties involve **frequent** travel and/or **routinely** take the employee into the field or otherwise away from routine telephone, internet and radio communications. Such person must be contacted on a **recurrent** basis **and** must respond in an **expeditious** time frame.
 - (2) Duties are such that the employee must be contacted and respond within a short period to provide directions or authorize action.
 - (3) Employee must be contacted after normal business hours or on weekends and employee will not have ready access to other means of communications.
 - (4) Rate plan will be assigned based on the information submitted on the Telecommunications request (note: Telecommunications will

monitor utilization and change plans as necessary to insure the most economic rates are used).

Sec. 114-183. – Mobile Device Usage

- (a) Employees are prohibited from downloading and installing unapproved and unauthorized software applications on County mobile devices (DC Muni code 74-1028 (f)). All DC owned/issued mobile devices are required to have the Dallas County MDM (Mobile Device Management) client.
- (b) In the event a County mobile device is lost, stolen or misplaced, Telecommunications must be notified immediately so that appropriate steps can be taken to terminate service for that device.
- (c) Mobile devices issued by the county are County property. Employees must comply with requests to make their County issued device available for any reason, including upgrades, replacement, or inspection. Employees who leave the County for any reason must turn in their County issued mobile device.
- (d) County issued mobile devices are to be used only for business purposes. Although occasional brief personal usage is permitted, personal usage that exceeds the standard (monthly utilization) will result in the employee reimbursing the County for any costs or charges (cost of call plus 35% administrative fees and 3% tax) relating to personal use of the device (any call that cannot be documented as to its business purpose will be treated as a personal/unauthorized call).
- (e) Employees provided with County mobile devices are responsible for the safe keeping of the device.
- (f) Employees are responsible for the cost of replacing a lost or stolen device. Replacement cost will be \$50 or the cost of the device, whichever is greater.
- (g) When driving a county vehicle, mobile device usage is prohibited. Employees are to pull off the road safely and park in a safe location before texting and/or receiving or placing a phone call. Employees may talk on mobile devices with a hands-free adaptor.

DISCLOSURE

Electronic communication devices are not private or confidential. Any information located on a County communication device is the property of Dallas County and may be considered a public record. There are no rights to employee privacy on a County communication device. Any confidential, personal information located on the communications device could be considered public record and disclosed to third parties.