

FACILITIES CELLULAR DEVICE POLICY

PURPOSE AND SCOPE

This policy is applicable to all Florida State University Facilities employees. It is intended to outline the issuance; use & IT support guidelines for Facilities issued cellular devices and use of personal cellular devices within the work place.

OBJECTIVE

The objective of this policy is to:

- a. Detail issuance/approval guidelines for employees requesting a cellular telephone to conduct Facilities business;
- b. Monitor cellular telephone usage patterns so that plans can be routinely modified to better meet the needs of the user;
- c. Ensure that the acquisition of cellular telephone services is cost-effective
- d. Provide an internal process for purchasing cellular telephone services, handling repairs
- e. Outlining the technical support guidelines for smart phones by the Facilities IT department.
- f. Detail guidelines re use of personal cellular devices during the workday

CELLULAR SERVICE VENDORS

Cellular service vendors will be managed by telecommunications.

ELIGIBILITY AND APPROVAL

Cellular devices and services will be provided to Facilities employees to conduct activities incident to their University employment that either cannot not be conducted on a land-line telephone or for which it would be inefficient to use a land-line telephone. Requests for all cellular devices must be approved by the employee's supervisor (who will determine need) and department director.

The department head should consult the following criteria in evaluating the business-related reason for purchasing cellular devices for employee use:

- a. **Travel** – Employees who frequently travel or are out of the office and need to be in contact with staff, clients, managers, or other University business associates.
- b. **Work Location** – Employees who typically work in the field or at job sites where access to electronic communications devices is not readily available.
- c. **Emergency Response** – Employees who need to be contacted and/or to respond in the event of an emergency or are required to be available during non-business hours.

- d. **Other** – Employees who are required by their department to be accessible at all times by electronic means.

INCIDENTAL PERSONAL USE

Facilities provide cellular devices to employees for the purpose of conducting University business. The use of University-owned cellular devices to make or receive personal calls is discouraged, although it is understood that usage for personal reasons may be necessary in emergency situations. Employees must realize that although personal calls made within the local calling region and under the usage limits provided by the employee's plan do not result in additional charges, they do count toward the overall time limits established under the service agreement. Any overage or other charges outside of the established plan shall be the responsibility of the employee.

OTHER RESTRICTIONS

An employee may not operate a personal business from a University cellular device.

Texting is not permitted on any cellular device unless pre-approved by departmental head and plan allows for it.

PLANS, HANDSETS, FEATURES & ACCESSORIES

The Facilities departmental representative will determine the most appropriate usage plan, cellular device and accessories for the employee. An employee wishing to have features other than those offered in the available programs must have approval of his or her supervisor.

DAMAGE, LOSS OR THEFT

Cellular devices or accessories that are damaged in the course of business should be taken to the Facilities departmental representative who will submit an online TSR for replacement or repair. Lost or stolen cellular devices should be immediately reported to the employee's supervisor, to Campus Police and to their Facilities departmental rep so that the service can be cancelled. All costs incurred for replacement or repair will be the responsibility of the employee's department.

USAGE MONITORING

Department representative should seek out cost-effective products, such as flat rate, fixed charge, pooled minutes, and other discounted service plans. Plans should be selected to reflect the level of expected business-related use (e.g., number of minutes per month). Departments and employees should review cellular phone billing statements each month to confirm charges for business and personal calls, and annually review and adjust service contracts to reflect the average business-related use and to maximize cost savings.

Employees who are consistently incurring overage charges due to the volume of business calls should be moved to a calling plan with more minutes; employees consistently *underutilizing* a plan should be moved to a plan with fewer minutes.

RESPONSIBILITIES

Departmental Representatives

The department head is responsible for ensuring that any purchase of cellular devices for use by an employee conforms to the requirements of this policy, and that claims submitted for payment or reimbursement include the appropriate supporting documentation. The department head is also responsible for monitoring the personal and business-related use of cellular phones to ensure that its employees are utilizing the most appropriate plan and for obtaining reimbursement for any personal use that burdens the University with noticeable incremental costs, in accordance with this policy.

Employees

An employee assigned University electronic communications equipment is responsible for safeguarding the equipment and controlling its use.

Upon separation from University employment, the employee is required to promptly return such equipment to the University

USE OF PERSONAL CELLULAR DEVICES DURING THE WORKDAY

While at work, employees are expected to exercise the same discretion in using personal cellular devices as they would with Facilities issued units. Excessive personal calls during the workday, regardless of the device used can interfere with employee productivity and be distracting to others. Employees should restrict personal calls during work time, and should use personal cellular devices during scheduled breaks or lunch periods.

TECHNICAL SUPPORT OF CELLULAR DEVICES

Facilities IT department will offer basic support for any university issued smart phone. All flip phone support will be directed to the appropriate departmental representative.

Smart phone support

Support will be provided to all Facilities employees issued a university smart phone. It will be the responsibility of the employee to submit a work order via the Facilities helpdesk to request this

support. A member of the Facilities IT department will then contact them to arrange a suitable time to complete the request.

Provided support for all smart phones includes -

- a. Configuration of university outlook account on phone
- b. Overview of basic functionality of phone
- c. Assistance with transfer of images from device to network

iPhone support guidelines

In order to begin using an iPhone, you must first activate it. The below guidelines should be followed to complete this process.

- a. Once employee receives iPhone they will contact the Facilities Service Center immediately to submit work order requesting assistance in initial setup.
- b. A new FSU iTunes account will be created for the employee and the iPhone activated. Personal iTunes accounts will not be permitted.
- c. Outlook account will be configured on iPhone and tested
- d. Basic functional overview of iPhone will be provided to the employee and a tutorial document via a web link will be forwarded to employees email account to assist with further training on device.
- e. iTunes will not be installed on the employee's desktop/laptop.

Any smart phone OS (operating system) updates will be conducted by the Facilities IT department. Employees will not be permitted to conduct these upgrades themselves.

Additional application (app) purchases are strongly discouraged unless pre-approved by the departmental representative and will be charged to directly to the Facilities employee's credit card (details of which are entered on initial activation process).

Any non-related FSU Apps will not be supported by the Facilities IT department.