



HERNANDO COUNTY
Board of County Commissioners

Policy Title: Telecommunication Policy	Effective Date:	July 11, 2017
	Revision Date(s):	June 7, 2017
	Latest Review:	June 7, 2017

Policy Statement

This policy establishes the acquisition, provisions and use of County issued wireless devices and tablets to conduct County Business that comply with County Policies, including the Public Records Statute.

This policy also outlines the use of county issued devices and personal cell phones while at work; the safe use of cell phones when driving county owned vehicles; and the use of cell phones while driving personal vehicles conducting county business.

Where provisions of this policy conflict with a collective bargaining agreement, the terms of the collective bargaining agreement will prevail.

Procedure

All County business related wireless communications shall be conducted on County issued devices acquired from the County's approved wireless carrier to comply with the County's Policies, including the Public Records Statute.

Personal wireless communication devices shall not be used to send text messages for official County business as they cannot be captured. The County will not reimburse staff for business related communications conducted on personal devices. County issued devices cannot be forwarded to an employee's personal device.

The Technology Services Department will issue all County telecommunication devices with the necessary software to capture text messages and to ensure proper configuration to comply with the County's Policies, including the Public Records Statute. Thus, all County issued wireless devices and tablets must be ordered from the County's Technology Services Department, once approved through the justification process.

Using a non-provisioned County issued wireless device, circumventing a previously provisioned County issued wireless device, e.g., jail braking or using a wireless device with a carrier other than the approved County wireless carrier, without obtaining the County Administrator's approval first, may result in disciplinary action, up to and including termination of employment.

Technology Services will disable text messaging capability on County issued basic cellular featured phones, typically used for voice and push-to-talk communications via the County's approved wireless carrier. Hence, no text message communications shall be conducted on basic County issued cellular feature phones and therefore no text message plans shall be ordered for such. Special use requests shall be submitted via a work order to Technology Services, requesting text messages to be captured.

The following policy applies for text messages sent or received inadvertently on personal devices communicating official County business, including but not limited to formalizing or perpetuating knowledge, setting policy, establishing guidelines or procedures, certifying a transaction, or becoming a receipt:

County staff, being the recipient or the sender, shall forward such text message conversations to their County email address, ending in hernandocounty.us, so that they may be captured. Forwarded messages shall be annotated with sender's or recipient's name.

Purpose

The purpose of this policy is to set forth criteria and guidelines for the issuance of County issued telecommunication devices. Telecommunication devices are defined as:

- Cellular phones (data or non-data)
- Vehicle-mounted communication devices
- Tablets
- Any other device approved and issued by the County to facilitate communications between citizens and Employees whose job requires mobility or between employees to coordinate delivery of service

All County owned or leased telecommunication devices and wireless communication devices are to be used as business tools for purposes that are necessary for the accomplishment of an employee's job duties and assignments. Jailbreaking/hacking a County issued device will not be tolerated and will result in disciplinary action, up to and including termination.

Definitions

Cellular Devices are defined as mobile cellular phones and smartphones that use wireless radio transmissions to communicate to and from telephones and wireless devices.

County Issued Wireless Device is defined as either a data, non-data phone or a tablet.

Mobile Device Management Software is defined as software that is installed on all County issued devices, issued under this policy, that tracks and captures all text messages and all phone calls made on the device.

App Store is defined as a specific County approved app store in which employees can download apps to their County issued device, whether cellular device or tablet.

Driving County Vehicles & Designated Work Zones

Cell phone use while driving should be kept to a minimum. Drivers shall pull off the road to read or create text messages or emails. Phone calls shall be made in a "hands-free" mode via a headset, or speaker. While driving, attention to the road and safety must always take precedence over conducting business over the phone.

For employees who drive commercial vehicles and fire rescue apparatus that require a CDL or Class E License, and/or heavy equipment the use of cellular phones (including hands free devices) is prohibited while driving. This includes: making a call, receiving a call, reading e-mails, writing e-mails or text messaging. If a call must be made or received, stop the vehicle in a safe place before using any hand held phone.

Employees working in a designated work zone or involved in inspection activities must take appropriate measures to make calls in a safe manner.

An employee may be subject to disciplinary action, up to and including termination, if his or her cell phone use is in violation of this policy and causes an accident.

Eligibility

Approval for a County issued telecommunication device must be justified on a strong operational need. Simple convenience is not a basis for approval.

To be eligible for a voice-only cellular County issued device, the following criteria will be considered:

1. The job function requires the user to be accessible outside of scheduled or normal working hours;
2. The job function requires the user to be in the field or away from his or her assigned office or work area more than 50% of the time and the use of a cellular device is necessary for carrying out the essential duties of the job; or
3. The user's job duties require regular contact with his or her office, outside vendors and/or customers while away from their normal work place.

To be eligible for a County issued voice and data cellular device, in addition to the above, the user must be required to have a business need to have access to County email messages when they are away from their office or work place.

Receipt of a County issued device pursuant to this Policy does not constitute approval for overtime or in any way affect employees assigned hours or work unless provided by other County policies and/or collective bargaining agreements.

County Issued Cell Phones

Request for a County Issued Cell Phone

Eligible employees must complete a "Cellular Device Authorization Form" (Exhibit A), approved by the Department Authorized Management Personnel, Budget Office and an

authorized agent for Human Resources and County Administration. Once approved by the appropriate departments, the employee will sign the acknowledgement form and forward it to Human Resources for the employee's personnel file and Technology Services for purchasing of device.

Responsibilities

Employee will be responsible for:

- a. Accepting the required notification on the County issued device at the time it's received.
- b. Being accessible by cellular device for business use at all times as required by the employee's job functions.
- c. Complying with all laws regarding the use of wireless phones and other communication devices while driving. Under no circumstances will Hernando County be liable for non-compliance.
- d. Devices shall be used solely for County business. Personal phone calls are not allowed, except in emergencies. Employees shall advise their immediate supervisor of such emergency use. Authorized Management Personnel will randomly select cellular device bills to ensure policy compliance. The County may request reimbursement for personal usage on a case by case basis. An employee who utilizes their County issued device for personal phone calls will be subject to any IRS requirements as deemed necessary by the Hernando County Clerk's Financial Services.
- e. Employees are required to exercise appropriate precautions to prevent theft, loss or damage to the equipment.
- f. In the event of lost or stolen equipment, employee shall immediately notify Technology Services to ensure proper notification to carrier, their Department Director, and the Sheriff's Office in cases of theft. The Department Authorized Management Personnel shall ensure that a copy of the report is submitted within one (1) week of the incident.
- g. Damaged equipment shall be returned to Technology Services for replacement. If an employee intentionally damages a County issued device, he or she shall be subject to disciplinary action up to and including termination.

Public Records Compliance

In the event that a public records request is made to produce cellular telephone or tablet information relating to County business, Technology Services will provide all requested information to the County's Public Information Officer (PIO).

Conducting County business via text messaging, instant messaging or PIN messaging on personal cellular phones or smartphones is strongly discouraged, as it must comply with public records requirements. If an employee conducts County business on their personal device, the employee shall be responsible to produce such records, at their own expense.

All emails related to official County business should be sent and/or received through the County's email system.



**EXHIBIT A
HERNANDO COUNTY BOARD OF COUNTY COMMISSIONERS
COUNTY ISSUED CELLULAR DEVICE JUSTIFICATION FORM**

EMPLOYEE: _____
JOB TITLE: _____
DEPARTMENT: _____

EMPLOYEE ID #: _____
DIVISION: _____

NEW **CHANGE** **DISCONTINUE**

JUSTIFICATION FOR VOICE ONLY (Check all that apply)

- The job function requires the user to be accessible outside of scheduled or normal working hours;
- The job function requires the user to be in the field or from their assigned office or work area more than 50% of the time and the use of a cellular phone is essential in carrying out the essential duties of the job;
- The user's job duties require regular contact with their office, outside vendors and/or customers while away from their normal work place.

JUSTIFICATION FOR VOICE & DATA (Must also choose one above)*

- The user must be required to have access to County email messages when away from their office or work.

DEVICE TYPE: (Check One) Voice Only Voice & Data*
 Enable Text

EMPLOYEE CERTIFICATION:

I understand that the County owned cellular device is to be used solely for business purposes. Personal use is not allowed, except in emergencies. I acknowledge that I have read and understand the County's Telecommunication Policy and understand that failure to comply with any portion of said policy will result in disciplinary actions up to and including termination.

Employee Signature

Date

I certify that this device is needed for the employee to perform the essential duties of their job.

Department Authorized Management Personnel

Date

HR Approval: Meets Justification Doesn't Meet Justification

HR Representative

Date

Budget Approval: Budgeted Not Budgeted

OMB Representative

Date

County Administration Approval:

County Administrator or Designee

Date