

Unit Order: 2023-03 PROCEDURES AND GUIDELINES FOR THE USE OF DEPARTMENT ISSUED MOBILE PHONES

PURPOSE OF ORDER:

The purpose of this unit order is to establish Facilities Services Bureau (FSB) policies, and standard procedures related to the use of Department issued mobile phones to carry out the mission and objectives of this Bureau.

SCOPE OF ORDER:

The order shall apply to all FSB personnel who are issued a Department mobile phone.

ORDER:

For the purposes of this order and its references, the terms mobile phone, cellular phone, and wireless device are used interchangeably. FSB has mandated the following policies and procedures:

- Employees shall ensure their mobile phones are kept securely, sufficiently charged daily, powered on, and in a usable/available status for the duration of the employees' work shift. The mobile phone shall be able to alert the employee i.e., audibly, when not on their person. This shall be in addition to periods of scheduled stand-by service and call-out duty but excludes employee lunch periods.
- Employees are expected to answer their phones for all known business-related contacts, when not immediately engaged in another task.
- The mobile phone voicemail function shall be set up upon initial issuance of the device and maintained in a manner to be available to receive incoming voice messages.
- The employee's voicemail recording shall properly identify them individually by name. The mobile phone shall be periodically monitored throughout the duration of the work shift for incoming messages or missed phone calls.
- Employees are held to the standards of the Department's Manual of Policies and Procedures when communicating via the mobile phone text messaging, multimedia, or video call functionalities. Employees shall not transmit messages or communication which violates the Department's Policy of Equality or other Department policies. Communication that is determined to violate Department policies can result in disciplinary action.
- Mobile phones and the included data services are intended for Department related business and are not authorized for use outside the United States without prior written approval from the unit commander and division chief.
- Employees are reminded the possession of a wireless communication device or any device capable of recording audio, and/or video, within any secured area of a Custody Services Division facility is generally prohibited by Department policies and the law.
- Lost or stolen mobile phones that are smartphones must be reported to the Department's Data Systems Bureau (DSB) Data Security immediately. It may be necessary to perform a remote data "wipe" from the device. Additionally, all lost or stolen mobile phones must be reported to the Department's Communication and Fleet Management Bureau (CFMB) logistics via email in accordance with Department policy.

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- Employees are reminded the use of a mobile phone is generally prohibited while operating a vehicle in accordance with existing Department policy and the law. It is the responsibility of the individual employee to ensure that the phone can be operated using a “hands-free” device that is in compliance with the law.
 - Personnel shall be aware of current Department policy that covers the use of personally owned mobile phones for Department related business.
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