



Policy Title:	Wireless Communication Device Policy
Issue Date:	November 18, 2016
Effective Date:	January 1, 2017
Last Reviewed:	NA (new policy)
Responsible Office:	Chief Information Officer (CIO)
Contact Information:	University Information Technology Services/Information Security Office Phone: 470-578-6620 Email: iso@kennesaw.edu

1. Purpose Statement:

Kennesaw State University (KSU or the University) is responsible for implementing policy and procedures for the effective use of communication services and equipment at the lowest possible cost. To effectively manage the use of wireless communication devices (WCDs) for official business by KSU employees, only the Chief Information Officer or his/her designee is authorized to approve the acquisition of wireless communication devices and services. WCDs for purposes of this policy include but are not limited to cellular or PCS phones, iPads, and smart phones.

2. Background

The state of Georgia's Office of Planning and Budget (OPB) Policy Memorandum No. 4 requires each state agency, including institutions, to manage and minimize the costs of using telecommunications equipment and services. Each agency is required to develop a telecommunications policy to control and minimize costs by the following means:

- Control the cost of usage associated with sensitive services by promoting proper use of long-distance and calling cards, and by prohibiting personal long-distance calls charged to the state;
- Prohibit the use of charge based directory assistance (411);
- Prohibit the use of 511, 900, and 976 numbers unless job related;
- Control the costs of auxiliary communications equipment by limiting personal use of fax machines, computer communications, scanners, printers, pagers, and other state provided technology;
- Maintain an inventory of wireless devices with adequate documentation and ready availability to auditors and regulatory bodies as required;
- Monitor all activity listed above.

3. Scope

The Wireless Communication Device Policy applies to all wireless communication devices (WCDs) purchased by Kennesaw State University for use by a KSU employee for official business or all WCDs in use by a KSU employee who seeks reimbursement of voice or data charges for mobile devices, iPad data plans, and mobile hotspots based on official use.

4. Exclusions or Exceptions

Employees seeking any exclusion or exceptions to this policy must contact the Chief Information Officer.

5. Definitions

Definitions are available via the [IT Glossary](#) on the KSU at Policy website at policy.kennesaw.edu.

6. Policy

A University-issued WCD may be an appropriate resource to conduct University business when it is demonstrated an employee cannot perform his or her duties without a WCD or that improved performance resulting from a WCD will justify the investment. The individual units or departments are responsible for:

- Maintaining the approval justification for each WCD issued;
- Maintaining an inventory of wireless devices in shared pools and individually assigned, by type;
- Ensuring business needs are met at the lowest reasonable cost, including monthly monitoring of call activity and data plan for overages;
- Monitoring business versus personal usage of WCDs.
- Promptly discontinuing service when an employee terminates or no longer needs a WCD;
- Reviewing the continued business need for each WCD on at least an annual basis.

The inventory of WCDs maintained by each unit must document, at the least, each individual device type, the service provider for such device, the telephone number, and the assignee (individual user or most granular organizational unit in the case of shared/pool devices). Such inventory must be kept current by each unit or department and made available for inspection by state agencies, KSU Internal Audit, or KSU UITS upon request.

Criteria for Determining Need

A department may acquire a WCD for an employee where communication needs cannot be met with other available alternatives such as a radio or standard telephone equipment. Examples of conditions under which a WCD may be obtained if these criteria are met include the following:

- A WCD is required to directly enhance an employee's job responsibility of protecting the physical safety of employees, students, or the general public.
- A WCD is required for an employee to respond as needed to environmental emergencies.
- A WCD is required for additional protection for the employee in potentially hazardous working conditions.
- Job requirement is to remain mobile within multiple building/sites where two-way communication is required (e.g. lodge cleaning personnel, transporters, delivery personnel, desktop support technicians) where the employee cannot adequately meet communication needs with other available alternatives such as paging devices or a radio.
- A WCD is required for on-call personnel required to respond to critical system failures or service disruptions.
- A WCD is determined to be the most appropriate means of responding to campus emergencies or to achieve business efficiencies.
- Frequent travel (e.g.>25% of time) in which the individual is required to stay in contact with the office or agency clients. (If travel duties rotate, agencies/institutions should use a minimum number of devices to accommodate the maximum number simultaneously on the road.)
- Critical staff doing business and expected to do business while commuting and moving from appointment to appointment.
- Regular requirement for two-way real-time communication where stationary phones cannot be made available (e.g. new construction area, campus-type environment, highway, etc.).
- Personnel who are required to be accessible at least 80% of the time and away from their office on a frequent basis (e.g.>25% of the time) (media contacts, etc.).

Assignment of a WCD is use-driven. Determining WCD needs must be based solely on business need and not title or rank. Each unit must ensure that WCDs are obtained at the lowest reasonable cost to meet business communication objectives. Functioning equipment may be upgraded when it is most cost effective to upgrade.

The unit head (or designee) of employees using University-owned WCDs is to initially determine the business needs and, under the guidance of IT Operations, select an appropriate device, airtime package and/or data plan that meets these needs. The CIO will have final approval for the acquisition of all WCDs. Additionally, call activity is to be reviewed by the unit on a monthly basis to ensure that the appropriate airtime bundle (minutes per month) has been selected and that there is no more than incidental personal use. If a manager identifies personal calls that cause extra usage charges over the base plan, the department will collect the cost of such call(s) from the employee and take any appropriate disciplinary action.

Personal Usage of a KSU assigned WCD

WCDs assigned to University faculty or staff members are for official business use. While incidental personal use is reasonable in order to prevent the employee from carrying two devices, this use should not result in additional charges to the University. If a personal emergency arises that requires the extended or extensive use of the WCD to make personal calls, the faculty or staff member is to notify his/her department head or supervisor and reimburse the University for all calls that create additional charges. Reimbursement to KSU for any personal use of WCDs should be deposited with the Bursar's Office by the department, along with a copy of the annotated bill noting the personal call(s) and cost.

Business Use of a Privately-owned WCD and Service

Heads of budgetary units may authorize employees to receive reimbursement for business-related calls made from privately-owned WCDs. Such reimbursements shall be for the cost of business-related calls only and shall not include any portion of the cost of WCD equipment, installation or basic monthly service fees. Business related communications made using minutes or measured service within a user's base service plan shall not be reimbursed, pursuant to State telecommunications policy.

Business related communications made using minutes or measured service in excess of the user's base service plan may be reimbursed as follows:

- When a business-related communication occurs over and above the user's service plan limit, the University will reimburse at the actually accrued per minute charge billed by the service provider up to the amount of the excess charge over the base plan.
- An employee may be reimbursed for personal calls made using minutes or measured service in excess of the user's base service plan, but only to the extent required to offset business related communication minutes or measured service within a user's base service plan.

International Roaming and Usage Charges

In order to manage and minimize costs for WCDs, employees with University-owned WCDs and employees requesting reimbursement for business use of a privately owned device must temporarily adjust service plans or purchase calling cards in anticipation of any international travel. Reimbursement of international roaming and usage charges may be denied if no action is taken by the employee to minimize this cost. Employees who travel internationally on a continuous basis during the year may have an international calling plan year-round. Departments will be responsible for any roaming or overage charges that an employee may incur during international travel.

Study Abroad and/or Pre-paid Cellular Devices for International Travel

Requests for study abroad cellular telephones must follow the same criteria as state-issued cellular telephones.

iPad and Tablet Monthly Data Plans

Due to the prevalence of wireless connectivity on the KSU campus and in the metropolitan Atlanta area, monthly data plans for University-issued iPads are not required and will not be reimbursed. In addition tethering to university phones for the purpose of sharing a data plan will not be allowed.

Security of Communications

Security of sensitive information is paramount. Sensitive communications are suggested to be conducted through wireless technologies configured to the highest security configuration possible. Units are responsible for determining the level of security required to meet their business objective and bear the risk associated with using settings other than the highest available. Employees are strongly cautioned against using wireless communications to transmit or store sensitive or confidential information.

Prohibited Uses of WCDs

The following uses or attempted usage of state-provided technology equipment and services are strictly prohibited:

- Conducting private or personal for-profit activities. This includes use for private purposes such as business transactions, private advertising of products or services, and any activity meant to foster personal gain;
- Conducting unauthorized not-for-profit business activities;
- Conducting any illegal activities as defined by federal, state, and local laws or regulations;
- Creating, accessing, or transmitting sexually explicit, obscene, or pornographic material;
- Creating, accessing, or transmitting material that could be considered discriminatory, offensive, threatening, harassing, or intimidating;
- Creating, accessing, or participation in online gambling;
- Infringing of any copyright, trademark, patent, or other intellectual property rights;
- Performing any activity that could cause the loss, corruption, or prevention of rightful access to data or the degradation of system/network performance;
- Conducting any activity or solicitation for political or religious causes;
- Unauthorized distributing of state data and information;
- Attempting to subvert the security of any state or other network or network resources;
- Using another employee's device for any reason unless explicitly authorized; and
- Attempting to libel or otherwise defame any person.

Right to Monitor Communications

Employees assigned or in possession of University-owned WCDs should be aware that Kennesaw State University reserves the right to investigate, retrieve, and read any communication or data composed, transmitted, or received through voice services, online connections, and/or stored on its servers and/or property, without further notice to employees, to the maximum extent permissible by law. **Kennesaw State University additionally reserves the right to seize and examine all University-owned WCDs at any time.**

7. Associated Policies/Regulations

- a. Georgia Technology Authority – Rules, Regulation and Procedures Governing the Acquisition and Use of Telecommunication Services and Equipment
<https://gta.georgia.gov/sites/gta.georgia.gov/files/acquisitions.pdf>
- b. USG Information Asset Management and Protection Standards
http://www.usg.edu/assets/information_technology_services/documents/2.2_IT_Handbook_July_1,_2016.pdf

8. Procedures Associated with this Policy

Procedures specific to the implementation of this policy are located on the KSU Accounts Payable website, <http://finance.kennesaw.edu/accountspayable/index.php>.

9. Forms Associated with this Policy

Forms specific to this implementation of this policy are located on the KSU Campus Forms website, <http://campus.kennesaw.edu/forms/>. Select “Mobile Request Form” under University Information Technology Services.

10. Violations

Individuals in violation of this policy are subject to a range of sanctions, including but not limited to, disciplinary action, dismissal from or termination by the University, and/or other legal action. Some violations may constitute criminal offenses as outlined in the Georgia Computer Systems Protection Act and other local, state, and federal laws.

11. Review Schedule

The Wireless Communication Device Policy is reviewed annually by the Chief Information Officer or his/her designee in collaboration with the Chief Business Officer or his/her designee.