



## PROCUREMENT AND USE OF NORFOLK STATE UNIVERSITY SUPPLIED CELLULAR AND MOBILE COMMUNICATION DEVICES

**Policy Title:** Procurement and Use of Norfolk State University Supplied Cellular and Mobile Communication Devices

**Policy Type:** Administrative

**Policy Number:** 32-04 (2014)

**Responsible Office:** Information Technology Services

**Approval Date:** 07/17/2014

**Responsible Executive:** Vice President for Finance and Administration

**Applies to:** University Community

### POLICY STATEMENT

This policy is established as guidance to employees, who by the nature of their work, are required to be accessible by telephone regardless of the time of day, day of the week, or geographical location. Vice Presidents and Department heads will determine service equipment and the type of services necessary to fulfill specific University responsibilities. Costs related to these services will be the responsibility of the Department.

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## DEFINITIONS

**Business-Related Use:** Norfolk State University provided cellular and mobile communications devices are the property of the Commonwealth and are provided to facilitate the effective and efficient conduct of the University business.

**Cellular equipment:** University-provided wireless telephones that transmit communication via tower antennas, cellular data transmission/receipt equipment, and radio- cellular telephones.

**Mobile Cellular Internet Connectivity Device:** An electronic device that allows internet connectivity for a mobile computer device such as an iPad. Connectivity is provided through a cellular network provided by a mobile network operator. These devices are used as a wireless router that acts as a mobile Wi-Fi hotspot known as Mi-Fi devices.

**Personal Use:** Personal use that is not job related. In general, incidental, and occasional personal use of the Commonwealth's cellular and mobile communication devices is permitted as long as the personal use does not interfere with the user's productivity or work performance, does not interfere with any other employee's productivity or work performance, and does not adversely affect the efficient operation of the Commonwealth's systems and networks.

**Wireless Communications Device:** An electronic device used to communicate information wirelessly. Cellular and mobile communication devices relevant to this policy include, but are not limited to the following devices: cellular telephone, smartphones, tablets, iPads, and mobile cellular internet connectivity devices.

**Wireless Service Plan:** A contract or service agreement by Virginia Information Technology Agency (VITA) to provide wireless communication service at a fixed monthly charge for a fixed number of minutes beyond which additional charges will accrue.

## CONTACT(S)

Information Technology Services officially interprets this policy. Finance and Administration is responsible for obtaining approval for any revisions as required by BOV Policy # 01 (2014) <https://www.nsu.edu/policy/bov-01.aspx> through the appropriate governance structures. Questions regarding this policy should be directed to Information Technology Services.

## STAKEHOLDER(S)

Vice Presidents, Deans, and Directors  
Employees requiring cell phone access  
Accounts Payable  
Telecommunications Manager  
Information Technology Services

## **PURPOSE**

This policy establishes guidelines for procurement, possession, and appropriate use of University-owned cellular and mobile communication devices. The policy is designed to reduce unnecessary wireless device costs to the University and to avoid violation of state mandates regarding wireless device use.

## **ENTITIES AFFECTED BY THIS POLICY**

All Norfolk State University full and part-time employees, including wage employees who have a need. This policy also governs cellular and mobile communication devices acquired via grants and contracts awarded in Norfolk State University's name.

## **ROLES AND RESPONSIBILITIES**

**Vice Presidents or Designee:** Approval authority for all cellular and mobile device purchases and contracts when the University is the official billing entity.

**Department Heads:** Review wireless communication needs in their department on at least an annual basis to determine if any cellular or mobile communication device/service plans should be changed or discontinued based on the department and employee's business needs. A department head may discontinue any cellular or mobile device/service plan at any time. The department should notify the Telecommunications Manager immediately.

**University Employee:** Comply with NSU cellular and mobile communication and wireless device policy as written.

**Telecommunications Manager:** Receive and process new cellular and mobile communication devices. Receive monthly bill from VITA. Place orders with VITA for new phone service and new cellular and mobile devices.

**Accounts Payable:** Pay Wireless bills from VITA.

**University Auditors:** Periodically review cellular and mobile communication device policy and procedures and perform spot checks for adherence.

## **REQUIREMENTS**

In order for a University employee to be eligible for issuance of a University supplied cellular or mobile communication device the following criteria must be met to establish a need:

1. A requirement to travel frequently on University business
2. Large amounts of time spent away from the office
3. A need for others to be in constant communication with the individual

4. A need for the individual to communicate constantly with university while traveling.
5. Personal safety concerns for individuals while traveling, working evening hours, working in isolated areas or working in high crime areas.
6. A need to contact individual after normal business hours on a constant basis
7. A Wireless Service Justification Form must be completed, signed by all responsible stakeholders, and returned to the Telecommunications Manager.

If an individual meet one or more of these criteria, they should be considered a viable candidate for a wireless device.

### **SAFETY and SECURITY STANDARDS**

University employees are strongly discouraged from using a university provided cellular or mobile communication device for personal business or conducting university business on any cellular or mobile device while operating a motor vehicle. Employees are encouraged to use “hands-free” phones in limited situations and not for prolonged conversations. Cell phone use while driving should only occur in an emergency situation. This policy applies to all cellular or mobile device contracts entered into by Norfolk State University employees, effective as of the date of this policy. Department heads may establish cellular and mobile device use policies that are more but not less restrictive than this policy.

All University departments and employees are responsible for protecting University information no matter where it is stored. Employees accessing University information on a cellular or mobile device must comply with the University’s Acceptable Use of University Technological Resources policy (see Administrative Policy # 32-01).

### **PRIVACY RIGHTS**

No user shall have any expectation of privacy in any message, file, image, or data created, sent, retrieved, received, or posted in the use of the Commonwealth’s equipment and/or access. Norfolk State reserves the right to monitor any and all aspects of cellular and mobile communications. Such monitoring may occur at any time, without notice, and without the user’s permission (see Policy 1.75).

### **PROHIBITED ACTIVITIES**

Certain activities are prohibited when using the Commonwealth’s wireless electronic communications devices. Prohibited activities include, but are not limited to:

1. Accessing uploading, downloading, transmitting, printing, posting, or storing fraudulent, threatening, obscene, intimidating, defamatory, harassing, discriminatory, or otherwise unlawful messages or images (see Policy 1.75).

2. Accessing uploading, downloading, transmitting, printing, communicating, or posting access-restricted agency information, proprietary agency information, sensitive state data or records, or copyrighted materials in violation of agency or state policy (see Policy 1.75).
3. Using proprietary agency information, state data or records, and social media to locate agency customers for personal reasons (see Policy 1.75).
4. Posting information or sending electronic communications such as email using another's identity (see Policy 1.75).

## **PUBLICATION**

This policy shall be widely published and distributed to the University community. To ensure timely publication and distribution thereof, the Responsible Office will make every effort to:

- Communicate the policy in writing, electronic or otherwise, to the University community within 14 days of approval;
- Submit the policy for inclusion in the online Policy Library within 14 days of approval;
- Post the policy on the appropriate Website; and
- Educate and train all stakeholders and appropriate audiences on the policy's content, as necessary. Failure to meet the publication requirements does not invalidate this policy.

## **REVIEW SCHEDULE**

- Next Scheduled Review: 10/01/2021
- Approval by, date: President, 07/17/2014
- Revision History: 03/17/2004; 04/01/2016; 06/07/2017; 10/01/2018
- Supersedes (previous policy): OIT 48-04: Procurement and Use of Norfolk State University Supplied Cellular Phones

## **RELATED DOCUMENTS**

1. Administrative Policy # 32-01 Acceptable Use of University Technological Resources  
<https://www.nsu.edu/policy/admin-32-01.aspx>
2. Policy: 1.75 – Use of Electronic Communications And Social Media  
<http://www.dhrm.virginia.gov/docs/default-source/hrpolicy/pol175useofinternet.pdf?sfvrsn=2>

## **FORMS**

1. ITS Form: Wireless Service Justification Form  
<https://www.nsu.edu/About/Administrative-Offices-Services/its/files/Wireless-Justification-Form.aspx>