

 <p>THE CITY OF DULUTH MINNESOTA</p> <p>Policy & Procedure</p>	WIRELESS COMMUNICATIONS DEVICE USAGE	
	Supercedes:	Date Approved: July 1, 2012
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Purpose:

This policy defines acceptable and unacceptable uses of wireless communication devices to ensure such usage is consistent in the best interest of the City without unnecessary restriction of employees in the conduct of their duties. This policy has been implemented to prevent improper use or abuse of wireless communication devices, ensure city employees exercise the highest standards of care with property in their use and provide a layer of security when accessing City data from a mobile device. It is the objective of the City of Duluth to prevent and correct any abuse or misuse of wireless communication devices through the application of this policy. Employees who abuse or misuse such devices may be subject to disciplinary action under the personnel policy or a collective bargaining agreement.

Policy:

Based on business need, the Department Director or designee will determine which positions in the department require a wireless communications device and whether the needs are best served through the allocation of a city-purchased/leased wireless communications device or through authorizing an employee to use his/her own personal device for City business, for which he/she will receive a reimbursement by the City as outlined below. Some of those needs include, but are not limited to:

- When safety of self or others may be of concern
- To provide immediate communication with staff in the department and other agencies, as required, to coordinate programs or to provide customer service
- To retrieve messages from voice mail while working in the community
- To contact customers in situations where a land line is not available
- In personal emergencies including unexpected illness, car trouble, inclement weather, etc.
- When the employee's main work location is in the field where land lines are not available
- When on call

Employees receiving a cell phone reimbursement will be paid a rate of \$20 per month. Employees requiring texting service for city business will receive a reimbursement of \$10 per month. Employees requiring data service for city business on a smart phone device may receive an additional reimbursement of up to \$30 per month; however, the total amount of monthly reimbursement shall not exceed \$50 per month. Employees on the reimbursement method shall provide proof that they have a wireless device by providing a copy of their cellular service bill and shall sign the Wireless Device Allowance Agreement at least annually. The employee shall be reimbursed on a quarterly basis, at the end of each quarter.

Information related to the use of a personal device for City business may be government data. However, it may be considered personnel data which is classified as private data on an individual, but pursuant to court order.

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Employees receiving either a city-purchased wireless communications device or personal wireless device reimbursement are subject to the following requirements:

- The wireless communications device must be available for use during all hours of work and when the employee is subject to call.
- Use of the device must not provide a distraction to the employee during work hours. This includes limiting personal use during work hours and setting the wireless communications device to a “silent alert” mode during meetings and other times that an interruption is undesirable.
- All employees must follow federal, local and state laws pertaining to wireless device use (texting, emailing and voice communications) while driving a motor vehicle.
- Adequate security for the device must be provided by the employee to prevent unauthorized users from finding client/work-related information stored in the device’s memory.
- All employees must notify MIS immediately if a device becomes lost, stolen or otherwise compromised.
- Use of public resources, as it relates to this policy, by City employees for personal gain and/or private use including, but not limited to, outside employment or political campaign purposes, is prohibited and punishable by disciplinary action which may include termination and/or criminal prosecution, depending on the nature and severity of the transgression.
- Personal use of a City-provided cellular phone is not allowed, except in case of emergency calls to 911 or in personal emergencies including unexpected illness, car trouble, inclement weather, etc.
- All City provided cellular phone devices will be audited periodically to ensure they are being utilized for City business.
- All employees with a City provided cellular device required to travel internationally with their device must notify MIS to apply an international service plan.

Smart Phone and Data Devices Provisions:

All City provided devices and any personal devices that are capable of or used with City purchased downloadable apps or have access into the City network or store/access City data must be enrolled in the Enterprise Mobile Management software administered by MIS. This allows the device to adhere to approved security policies and enables a remote wipe of the device should it become compromised including but not limited to the device being lost, stolen or following employee termination. Any personal device used for data connection must be approved and tested by MIS.

City purchased apps must be approved by the department director or designee in conjunction with MIS and will be added to the approved apps in the Enterprise Mobile Management software.

No personal use of cellular data, internet browsing, or texting is allowed on a City provided device.

RESPONSIBILITY:

The MIS department will have primary responsibility for implementation and coordination of this policy as well as defining the standards for cellular phone carrier and phones for city issued devices. All department heads and supervisors will be responsible for enforcement within their departments and divisions.