



RUTGERS POLICY

Section: 70.2.5

Section Title: Legacy UMDNJ policies associated with Information Technology

Policy Name: Issuance and Use of Mobile Communication Devices

Formerly Book: N/A

Approval Authority: Senior Vice President for Administration

Responsible Executive: Vice President for Information Technology and Chief Information Officer

Responsible Office: Office of Information Technology (OIT)

Originally Issued: July 1, 2013

Revisions: Originally 00-01-95-20:00 at UMDNJ; 10/10/2013 (Updated title)

Errors or changes? oitpolicy@rutgers.edu

1. **Policy Statement**
Mobile Communication Devices and services are available for Rutgers, The State University of New Jersey, official business as authorized by management, to faculty and staff in positions where the continued need to utilize mobile communications to perform their job duties and the associated benefits justify additional costs. This policy establishes criteria for issuance and acceptable use of mobile communication devices.
2. **Reason for Policy**
This policy establishes criteria for issuance and acceptable use of mobile communication devices.
3. **Who Should Read This Policy**
This policy applies to any individual responsible for the management, operation, and/or maintenance of the legacy UMDNJ information technology services and/or environment. If you are uncertain whether this policy applies to you, please contact your direct supervisor.
4. **Related Documents**
N/A
5. **Contacts**
oihelp@rutgers.edu
6. **The Policy**

70.2.5 ISSUANCE AND USE OF MOBILE COMMUNICATION DEVICES

The University's telecommunication services are provided by Office of Information Technology (OIT) through contractual arrangements with authorized service providers.

- I. Requirements:
 - A. All requests for mobile communication devices and services must be made to the approved University procurement channels and require appropriate management and budget approvals.
 - B. University-issued mobile communication devices are for conducting official university business. The University realizes that the need to make emergency personal calls may arise, but these are expected to be minimal. OIT will provide cellular phone call detail reports to cellular phone users on a monthly basis. Cellular phone users are expected to review the report to ensure proper billing. Department heads or individuals responsible for the department's fiscal oversight or designee are responsible for reviewing phone usage for appropriateness. If due to personal usage a user goes over the allowed minutes for the plan or incurs roaming charges the user is expected to reimburse the University. Excessive personal usage even if within the monthly plans "anytime" or "plan" minutes is not permitted.
 - C. All costs associated with University-owned mobile communication devices will be borne by the department that requests such services. All requests must be accompanied by a valid index number.
 - D. Departments may be assigned mobile communication devices to be shared by employees. Each department utilizing assigned mobile communication devices must assign an individual who will be responsible for all devices assigned to the department, as well as, adherence to this policy. The assigned individual will also be responsible for the personal call provisions of this policy as outlined in section 6.I.B.
 - E. OIT will provide monthly telecom billing reports to each telecom contact, the individual charged with the responsibility of issuance, monitoring and/or billing for listed active Mobile Communication Devices, their associated users and costs. It is the responsibility of the contact to notify OIT of any changes. OIT is authorized to notify, negotiate, and/or modify device usage plans, if necessary, through contact with the Department Head for each Mobile Communication Device.
 - F. OIT will assume responsibility for payment of the monthly statement from the external service provider and will provide a monthly telecom billing summary statement to telecom contacts, in care of the device. All charges and costs of providing the service will be dispersed via IDT (inter-departmental transmittal).
 - G. De-activated Mobile Communication Devices must be returned to Departmental Heads for reissue, reassignment, or disposal. Departmental Heads must return Mobile Communication Devices per the published approved process for proper disposal and return to the vendor if applicable to avoid charges for items, such as pagers. Contact the OIT Help Desk (oithelp@rutgers.edu) for further information.
 - H. The individual to whom the University mobile communication device is assigned shall be responsible for taking appropriate steps to secure the device and the information contained on it. The department is responsible for covering replacement costs. In addition, the loss or theft of mobile communications devices containing protected confidential or other sensitive electronic information must be reported to the Office of Ethics and Compliance, as soon as possible.
 - I. Faculty and staff using non-University owned mobile communication devices for University business may be reimbursed for the cost of such use subject to receiving prior approval from their department head. The reimbursement rate shall be determined by the department, school or unit and should be documented in a procedure.

- J. For information regarding warranty, upgrade, repair and disconnection of mobile communication device services, including campus contact, procedures, technical support and fees, contact the OIT Help Desk (oithelp@rutgers.edu). The creation of a help ticket is mandatory for any of the foregoing services.
- K. Faculty and staff contracting for a mobile communication device service in the University's name, without the appropriate University approvals, will be held personally liable for all bills associated with the device.
- L. Users are required to adhere to all University policies regarding information access, security and usage.
- M. Non-compliance with any aspect of this policy may result in disciplinary action and/or revocation of the device.
- N. The University reserves the right to review plan usage to ensure compliance with this policy.

II. Responsibilities:

- A. Executive Vice President, Senior Vice Presidents, Deans, Vice Presidents, Presidents/CEOs of the Healthcare Units and Department Heads are responsible for ensuring compliance with:
 - 1. Reviewing and approving the justification for all new requests for mobile communication devices.
 - 2. Monitoring mobile communication device usage to ensure compliance with this policy in section 6.I.B. ensuring the review of monthly call detail reports and reimbursement for personal usage of cellular phones.
 - 3. Taking appropriate personnel action to correct instances of abuse.
 - 4. Reviewing and approving reimbursement requests for expenses incurred by employees using non-University owned cellular telephones for University business.
 - 5. Retrieval of Rutgers mobile communication devices upon personnel termination, separation or transfer to new department and; all information stored on the device prior to its return to the department must be removed.
 - 6. Return for disposal, any mobile communication device which will not be reissued to a departmental employee or is no longer required by the department. Contact the OIT Help Desk (oithelp@rutgers.edu) for information regarding the return process.
 - 7. In the event that a billing index is no longer valid, it is the responsibility of the user department to provide a new index number for charges.
- B. The Office of Information Technology (OIT) is responsible for:
 - 1. Serving as the University's liaison for all department funded mobile communication device service.
 - 2. Establishing design standards and procurement specifications.
 - 3. Monitoring compliance of master service agreements.

4. Providing monthly billing statements, when available, to the responsible contact(s) in the department and cellular phone call detail reports to users.
5. Making recommendations regarding changes to service, features, usage and billing plans.

C. The Rutgers Mobile Communication Device users are responsible for:

1. Preparing the request for purchase with written justification and endorsement from the appropriate level of management.
2. Ensuring that the mobile communication device is used in a fiscally responsible and business appropriate manner.
3. Ensuring that the mobile communication device and the information contained on it is properly secured, contacting OIT and the Office of Ethics and Compliance as soon as possible when a device is stolen or misplaced.
4. Using hands free accessories while driving to maximize safety and to the extent possible, should refrain from using mobile communication devices while operating a vehicle, and for complying with state and local laws regarding use of mobile devices while operating a motor vehicle.
5. Upon termination, separation from the University, or transfer to new department, it is the responsibility of the Rutgers mobile communication device user to return the equipment to the department responsible for monthly charges. University owned mobile communication devices are assigned to meet business needs and are not a part of any employee benefit package.
6. Reviewing cellular phone call detail reports, confirming accuracy, identifying personal usage and reimbursing the University in accordance with this policy.