

EDUCATION and Workforce Development CABINET POLICY/PROCEDURE

Policy Number: EDU-15

Effective Date: March 1, 2007
Revision Date: December 20, 2012

Subject: Wireless Voice and Data Services Policy

Policy: This policy supports the Education and Workforce Development Cabinet (EDU) regarding Wireless Voice and Data Services.

Scope: This policy applies to all EDU employees and contractors, including all persons providing contractor services, who use, process, or store computerized data relevant to agency business on an EDU maintained server or workstation.

Policy/Procedure Maintenance Responsibility: The EDU Security Audit Group (SAG) is responsible for the maintenance of this policy. The Chief Information Officer (CIO) is responsible for the revision of the EDU Policy and Procedures Manual (PPM). The EDU CIO is responsible for authorizing all changes to the PPM.

Applicability: All EDU employees and contractors shall adhere to the following policy. With respect to any Internet and Electronic Mail usage over wireless networks, all aspects of the Internet and Electronic Mail Acceptable Use Policy GOT-060 shall apply.

Responsibility for Compliance

Each Department is responsible for assuring that employees within their organizational authority have been made aware of the provisions of this policy, that compliance by the employee is expected, intentional misuse and/or inappropriate use may result in disciplinary action pursuant to KRS 18A up to and including dismissal. It is also each Department's responsibility to enforce and manage this policy.

Policy

The Commonwealth of Kentucky allows use of wireless devices, to include cellular telephones, blackberries and PDA (Personal Digital Assistant), where it can be shown that such use will improve efficiency, provide the ability to respond in emergencies, and/or enhance employee/client safety. The following is the enterprise policy for deployment and acceptable use of wireless devices within the Executive Branch of state government. This minimum policy should be used as the model by all state agencies.

1 - Acceptable Use:

State employees should use wireless services, when appropriate, to accomplish job responsibilities more effectively and to enrich their performance skills. Wireless services and devices, such as cellular telephones, blackberries and PDA, acquired through state contract are for **Official Use**. If a state issued cellular telephones, blackberries and PDA are used for personal use; the employee is expected to reimburse the state for those calls through their agency. Each agency will establish a specific method for reimbursement.

Unless secured by an available encryption method, employees should have no expectation of privacy associated with wireless services and the information they transmit.

2 - Request for Service:

All wireless services, cellular telephones, blackberries and PDA will be State approved and State issued, exceptions to this must have a Business Case Exception submitted and approved. All requests for wireless services within the executive branch must be coordinated with the Cabinet Wireless/Telephone Coordinator.

Prior to submittal to the Cabinet Wireless/Telephone Coordinator, the Commissioner or agency head, based on an acceptable cost/benefit business case analysis submitted by a branch manager or director, must approve requests for wireless services. When a wireless device is reassigned to another employee, the Wireless/Telephone Coordinator must be notified immediately.

Supervisors are encouraged to identify wireless service training needs and resources, to encourage their use to improve job performance, and to support staff attendance at training sessions.

Agency Responsibilities

- The distribution and use of all existing wireless devices must be re-evaluated by the agency upon adoption of this policy.
- Each agency should evaluate employee use of wireless services while traveling out-of-state. A state-issued KIH long distance calling card may be a more cost efficient way to communicate in these situations.
- To effectively manage communication costs and to provide a safety device for employees, agencies should consider the creation of a loaner pool of

wireless devices for distribution to employees on an as needed basis, as opposed to the permanent assignment of these devices to individual employees.

- The Agency is responsible for the replacement of lost or stolen devices.
- The Cabinet is responsible for assigning a Wireless/Telephone Coordinator. It is the responsibility of the Wireless/Telephone Coordinator within each agency to maintain a master listing of all wireless devices issued within his/her area of responsibility. This master listing should indicate user name, location, and wireless phone number or IP address. Each month, when billings are received from the vendor, the master listing of activated devices must be compared to the billings. Discrepancies must be resolved with the vendor. Upon request, monthly billing statements are available to supervisors from the Wireless/Telephone Coordinator. These may be further disseminated to employees as necessary.
- The agency will be responsible for maintaining records of employee usage.
- Each agency shall document their procedures for requesting wireless services and those procedures should include as statement justifying the use of wireless services by the individual(s) for whom such services are requested.

Employee Responsibilities

- State employees have an obligation to use their wireless devices and services in a responsible, informed and safe manner, conforming to network etiquette, customs, courtesies, safety practices and any or all applicable laws or regulations. Employees should use extra caution while driving a vehicle and using a wireless device, and are encouraged to stop the vehicle when using the wireless device whenever practicable.
- Employees should not transmit sensitive or confidential information over any wireless network without approved security services or encryption tools.
- Employees shall be aware that their conduct and information they transmit reflects on the reputation of the Commonwealth. Therefore, professionalism in all communications is of the utmost importance
- Employees shall represent themselves, their agency or any other state

agency accurately and honestly through wireless communications.

- Employees using wireless devices are responsible for securing them at all times. For example: when leaving your vehicle make sure that the doors are locked and the device is out of sight. All losses shall be reported to the Agency coordinator immediately.

Unacceptable Uses

Use of Commonwealth of Kentucky wireless resources is a privilege that may be revoked at any time for inappropriate conduct. Any abuse of acceptable use policies may result in revocation of access, notification to agency management, and disciplinary action. Examples of inappropriate conduct include, but are not limited to:

- Use of Commonwealth wireless services for personal gain or personal business activities as defined in a commercial sense such as buying or selling of commodities or services with a profit motive.
- Engaging in illegal activities or for any illegal purposes, including initiating or receiving communications that violate any laws and regulations.
- Use of abusive or objectionable language in either public or private messages. It is against the law to make obscene or harassing phone calls.
- Misrepresentation of oneself or the Commonwealth.
- Soliciting money for religious or political causes.

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Review Cycle:

Annually

Timeline:

Review Date: November 26, 2012

Reviewed by: EDU Agency Security Contacts

Enterprise Security and Policies

Cross Reference:

<http://technology.ky.gov/governance/Pages/policies.aspx>

CIO-060 Internet and Email Acceptable Usage Policy

OTS Standards

Cross Reference:

EDU-01 -- Internet and Email Acceptable Usage Policy

EDU-F03 -- Security Request Change Form

EDU-16 -- Bluetooth and Infrared Technology Policy