



## PUBLICATION APPROVAL FORM

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**Wireless Communication Device Policy**

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### PROCESS, PROCEDURE, & STANDARD PUBLICATIONS

	<i>Print Name</i>	<i>Signature</i>	<i>Date</i>
APPROVER	Steward Sandstrom		

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State of Illinois  
Department of Innovation & Technology  
**Enterprise Information Security Policy**  
**Wireless Communication Device Policy**



### **POLICY STATEMENT**

The Department of Central Management Services, (CMS) will provide and administer appropriate Wireless Communication Device(s) (WCD) for the State of Illinois.

### **PURPOSE**

This policy identifies requirements for the provisioning and management of WCD.

### **SCOPE**

This Policy applies to all WCD purchased under a CMS Master Agreement(s) and users thereof.

### **DEFINITIONS**

Definitions for terms used in this policy can be found in the *BCCS Terminology Glossary* located at <http://bccs.illinois.gov>. The terms and definitions listed below are meaningful for this policy. In the event of conflict between the definition in the *BCCS Terminology Glossary* and the definition contained in this policy, the definition below shall control for this Policy.

**Wireless Communications Device(s) (WCD)** - Paging devices, cellular telephones, personal information management (PIM) devices such as Blackberry models, other approved Personal Digital Assistant devices with email capability, or telephone/PDA combinations, and corresponding accessories.

### **RESPONSIBILITY**

In order to implement this policy, CMS establishes procedures and designates responsibility to specific personnel. Each Agency should also establish procedures and assign responsibility to specific agency personnel to achieve policy compliance.

#### **Employees**

1. It is the responsibility of all employees assigned a WCD to understand this policy.
2. Employees shall use WCD in a manner that is both safe and consistent with any existing state or local laws governing such use.
3. When an employee no longer has a need for a WCD, whether due to separation from State service, change in duties or position, lack of use or for any other reason as determined by the Agency or in consultation with CMS, the employee shall return that WCD.

#### **Agency Telecommunication Coordinator**

1. The Agency Telecommunication Coordinator is responsible for managing the Agency's supply of WCD, including the following: determining whether a WCD is available for reuse from the Agency's existing inventory; regularly reviewing WCD invoices to ensure the WCD is assigned to



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the proper user(s) and is placed on the correct service plan based on usage; and, forwarding approved and complete service requests to the CSC, including the name of the WCD user.

2. The Agency Telecommunications Coordinator is responsible for securing the return of the WCD issued to an employee who no longer has a need for the WCD.

#### Agencies

1. Agencies are responsible for documenting an employee's need for a WCD.
2. Agencies are responsible for maintaining an inventory of inactive WCD available for reassignment.
3. Agencies are responsible for ensuring the accuracy of all WCD service requests.
4. Agencies are responsible for reviewing billing invoices, usage records, and ensuring WCD are being utilized for official State business purposes.
5. Agencies are responsible for designating an Agency Telecommunications Coordinator.

#### CMS/BCCS

1. CMS is responsible for procurement of appropriate WCD and plans. CMS will coordinate procurement with the Agency Telecommunications Coordinator.

#### POLICY

1. CMS will secure the Master Agreement(s) to provide a range of products, services, equipment, and support for WCD.
2. Only WCD and approved service plans offered through CMS are authorized for use by State employees.
3. Subject to specific, limited exceptions, WCD shall be used only for official State business and reasonable personal use.
4. Specific, limited use of a personal WCD for official State business may be reimbursed.
5. Each agency will determine which of its employees should be assigned a WCD consistent with that agency's policies and guidelines as well as this policy.

*Revision history and approvals are reflected in ServiceNow*