

HIDALGO COUNTY, TEXAS
ADMINISTRATIVE POLICY MANUAL

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Date Authorized: 02/09/2009
Supersedes: 08/19/2008
09/14/2004

WIRELESS COMMUNICATION SERVICES POLICY, GUIDELINES, AND PROCEDURES

REFERENCE

Form W.1.1 "Wireless Communication Agreement"
Form W.1.2 "Wireless Communication Service Request"
Form W.1.3 "Wireless Communication Service Request"
Form W.1.4 "Wireless Communication Device Daily Use Log"

BACKGROUND

On March 17, 2009, the Hidalgo County Commissioners' Court revised the Wireless device Policy, Guidelines, and Procedures. This Wireless Communication Services Policy, Guidelines, and Procedures supersede the Wireless device Policy, Guidelines, and Procedures approved on September 14, 2004, revised August 19, 2008. The wireless communication services policies, guidelines, and procedures set forth below are applicable to Hidalgo County Officials (elected or appointed), Department Heads and employees.

Hidalgo County recognizes the need for certain County personnel to use wireless devices to complete and enhance their job performance. This policy establishes the procedures for wireless device authorization and use.

Officials and department heads who determine that one or more of their employees require wireless device service in order to properly perform their work duties are provided the following two options, each having specific criteria:

Officials and department heads may request a wireless device(s) for use by their employees during normal working hours.

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Employees of Hidalgo County whose duties may include the need for wireless device services can obtain wireless device services in one of the following manners:

Option	General Description	Section
County Owned Wireless device Assigned to individual or department:	Wireless device owned by Hidalgo County and managed by the department used exclusively for County business.	2.00

POLICIES AND GUIDELINES

1.00 WIRELESS COMMUNICATION SERVICES ADMINISTRATION

1.01 Wireless Communication Services Administrator: The Chief Information Officer shall serve as the Wireless Communication Services Administrator. The Wireless Communication Services Administrator shall be assigned responsibility for administering the countywide Wireless Communication Services Program. The Wireless Communication Services Administrator's responsibilities include the following:

1. Reviews requests for wireless device service from Officials/Department Heads and request approval for the issuance of wireless device service from Commissioner's Court;
2. Maintain a master list of all authorized wireless communication devices. The master list should include, but is not limited to, the following information:

For departments issued a wireless device:

- a. Department name;
- b. Department's budget/expense account number;
- c. Assignee's name and employee number;
- d. Wireless device telephone number;
- e. Wireless device model & serial number;
- f. Plan type (e.g. Business Essentials 1000) and cost;
- g. Status of wireless device (i.e., active or inactive); and
- h. Commissioners' Court approval date.
- i. Other notes and comments;
- j. Provides departments with a list of authorized wireless devices on a quarterly basis.

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3. Maintain contact information for the County's authorized wireless device service representative;
 4. Receives County owned wireless devices from the County's authorized wireless device service provider and issues wireless devices to Officials/Department Heads;
 5. Settle wireless device invoice disputes with the County's' authorized wireless device service representative for County owned devices and service plans;
 6. Reviews the Wireless Communication Services Policy at least annually and presents recommendations for improvement to Commissioners' Court for approval; and
 7. Is responsible for other duties as outlined by this policy.
- 1.02 Officials/Department Heads shall be responsible for administering the Wireless Communication Services Program for their respective office/department. Duties may be assigned to a designee, however ultimate responsibility for the administration of the Program remains with the Officials/Department Heads. Officials/Department Heads responsibilities include:
1. Receives training upon requesting wireless communication services and annually thenceforth regarding administration of the program and responsibilities from the Wireless Communication Services Administrator;
 2. Determine the potential need for an employee to utilize a wireless device for County business;
 3. Submits requests for wireless communication services to the Wireless Communication Services Administrator;
 4. Distributes wireless communication devices to the Users if departmental or employee assigned wireless communication devices are approved;
 5. On Department Assigned devices document on **Form W.1.4 "Wireless Communication Device Daily Use Log"** the date the wireless device was released/returned and the name of the authorized user that was provided with a County owned wireless communication device;
 6. Reviews wireless device service invoices in detail on a monthly basis to ensure that calls are appropriate and made in accordance with this policy for departmental assigned wireless devices;
 7. Reviews departmental assigned wireless device statements and recommends approval of payment;
 8. Ensures wireless devices are stored in a secure location while not in use; and
 9. Is responsible for other duties as outlined by this policy.

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2.00 HIDALGO COUNTY OWNED DEVICES ASSIGNED TO THE DEPARTMENT OR INDIVIDUAL

2.01 There are some circumstances where a departmentally assigned wireless communication device (e.g. wireless devices, data cards, GPS devices) may be assigned to a department or individual. In these cases, the County will provide wireless communication service and equipment. Departments or individuals may qualify for wireless communication service only if the Officials/Department Heads has determined it to be required for the department's performance and the following must be true:

- The anticipated level of business use is significant; and
- The related cost is justified when compared with alternative communication choices; and
- Employees are frequently away from access to traditional land-based phone services; or
- Employees work requires substantial travel.
- The user understands that the value of the use of the wireless device(s) will be included in the wages of the employee that is assigned a wireless device and will be liable for the taxes incurred by the cost of this device(s).

2.02 Eligibility based on these requirements must be documented by the Officials/Department Heads on **Form W.1.2 or W.1.3 "Wireless Communication Service Request"** forms. Justification of need must be specified as to why other means of communication provided by the County (i.e. office phones, email, etc.) are not adequate to meet the communications requirements of the employee's job.

2.03 Guidelines for Hidalgo County Owned Wireless Devices

1. Hidalgo County owned wireless devices are to be used for County business only. Personal use of County owned wireless devices, other than *de minimis* use, is a clear violation of this policy and subject to disciplinary actions.
2. Appropriate use – the employee agrees to use the wireless devices in ways consistent with County policy and all applicable local, state, or federal laws. Inappropriate and unlawful use of wireless devices features is prohibited.
3. Use of a wireless device while operating a vehicle – wireless device users must be aware of state and municipal laws regarding the use of phones while driving. The laws vary widely by location. In addition, use of wireless devices while driving can cause hazardous distraction, especially in adverse weather, heavy traffic, or limited visibility conditions; and
4. Institutional data on Hidalgo County owned wireless devices – many wireless devices have advanced data capabilities. As the devices become more widely deployed, the amount and level of institutional data that is stored may also increase.
 - a. Do not store County confidential, or sensitive personal information on a personal wireless device or mobile device. The risk is too great that the device can be lost and/or compromised. Confidential and sensitive personal data should always be left and maintained on central systems and servers.

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- b. Do not transmit County confidential, or sensitive personal information through insecure channels such as email.
 - c. Always protect the device with a password or PIN to prevent casual access.
 - d. Some of these devices have the capability to be remotely wiped/re-formatted. These features should always be setup and configured.
 - e. Avoid or limit the amount of institutional data that is stored on a County owned device.
 - f. Certain legal and regulatory requirements may necessitate that the County review and preserve relevant data that is stored on a Hidalgo County owned device.
5. Use of additional services, including long distance, directory assistance, direct connect charges, text messaging, roaming, data and third party services, and equipment insurance protection not included in the rate plans approved by Commissioners' Court is prohibited. Employees may be held personally liable if these types of charges are incurred. In addition, reimbursement to the County Treasurer's Office must be immediately made.

2.04 **Obtaining a County Owned Wireless Communication Device**

1. The Officials/Department Heads shall make requests to the Wireless Communication Services Administrator for wireless communication services using **Form W.1.2 or W.1.3 "Wireless Communication Service Request"** form.
2. Form W.1.3 is for wireless device requests, Form W.1.2 is for data cards or other data devices.
3. The Department must fill out **Form W.1.2 or W.1.3 "Wireless Communication Service Request"** form with the following information:
 - a. Type of request;
 - b. Department name and Department's budget/expense account number;
 - c. Requesting employee and requesting employee identification number;
 - d. Requesting employee signature;
 - e. Purchasing requisition number
 - f. Wireless communication service type;
 - g. Estimated amount of business use per month (in minutes);
 - h. Number of wireless communication devices needed;
 - i. Justification for wireless communication service; and
 - j. Officials/Department Heads signature.
 - k. Commissioner's Court Approval date.
- 3 The Wireless Communication Services Administrator will submit the request to Commissioners Court with a recommendation.

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- 4 Request for wireless communication services submitted by departments under Commissioners' Court must first be approved by the Commissioners' Court Executive Officer before being submitted to Commissioners' Court for approval.
5. The Wireless Communication Services Administrator shall obtain approval from Commissioners Court before authorizing wireless communication services.
- 6 Once approval is obtained, the department must prepare a purchase order for the full amount of the equipment and yearly service.
- 7 The purchase order should then be forwarded to the Information Technology Department for ordering of the equipment and service plan.
- 8 Once the wireless device is received by the I.T. Department, the Officials/Department Heads must sign **Form W.1.1 "Wireless Communication Agreement"**.
- 9 The wireless device is assigned to the department.

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2.05 Departmental Responsibilities

1. The department must maintain **Form W.1.4 "Wireless Communication Daily Use Log" (the "log")** for each wireless communication device that is issued directly to the department and not an individual. The log should include the following:
 - a. The name and employee number of the employee who was issued wireless communication device;
 - b. The reason why the wireless communication device was issued to the employee;
 - c. The time the wireless communication device was issued out; and
 - d. The time the wireless communication device was returned;
2. Ensures wireless communication devices are stored in a secure location while not in use; and
3. The department must periodically review the number and frequency of use of each wireless communication device to assess whether changes should be considered.

2.06 Payment and Reconciliation

1. Upon receipt of a wireless communication services provider billing statement, the Wireless Communication Services Administrator will upload invoices to the intranet for review by Officials/Department Heads, and employees.
2. Officials/Department Heads and employees will review the billing statements and immediately notify the Wireless Communication Services Administrator of billing errors, if any, via email. The Wireless Communications Services Administrator will proceed to process the departmental statements automatically UNLESS the individual departments raise a specific issue.
3. Officials/Department Heads will verify that required information is entered on the **Form W.1.4 "Wireless Communication Daily Use Log"** by department users.
4. Officials/Department Heads will verify that personal use, if any, of a wireless device is kept to *de minimus* use.
5. Officials/Department Heads will ensure that a purchase order has been requested for the estimated amount of wireless communication service charges for the remainder of the year.
6. Wireless Communication Services Administrator will review invoices on a monthly basis to ensure:
 - a. **Form W.1.2 or Form W.1.3 "Wireless Communication Service Request"** form is on file for each wireless device listed on the invoice;
 - b. Wireless devices and rate plans invoiced have been approved by Commissioners' Court;
 - c. Charges for additional services (long distance, directory assistance, direct connect charges, text messaging and third party services, and equipment

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insurance protection) not included in the rate plans approved by Commissioners' Court are included in the invoices;

- d. Sufficient funds exist in the applicable purchase orders for payment of the invoice.
7. Wireless Communication Services Administrator will communicate billing errors of inaccuracies immediately to the wireless services provider to ensure prompt resolution.
8. Wireless Communication Services Administrator and Officials/Department Heads will make every effort to ensure balances are paid in full each month (other than disputed charges).
9. Verification and reconciliation of invoices must be completed within 5 work days of receiving the invoice. Reconciled invoices shall then be forwarded to the County Auditor's Accounts Payable Section for payment by the time prescribed.

3.00 DISCIPLINARY ACTIONS FOR POLICY NON-COMPLIANCE

3.01 Non-compliance of the Wireless Communication Services Policy may result in the following disciplinary actions:

1. Wireless device services privileges taken from employees;
2. Reimbursement to Hidalgo County for unauthorized use of a County issued wireless device;
3. Employee dismissal; or
4. Other disciplinary action at the Officials/Department Heads discretion.



WIRELESS DEVICE AGREEMENT

As an employee of Hidalgo County, I, _____, recognize and understand that cellular telephones are provided for employee use in support of the business operations of Hidalgo County and are to be used for legitimate business purposes. I further understand that the phones belong to Hidalgo County and are to be used in an effective, efficient, ethical and lawful manner.

I am aware that Hidalgo County reserves the right to review, audit and inspect cellular telephone records at any time, with or without notice.

I understand that I am responsible for good care and maintenance of my assigned cellular telephone and will be required to pay for any damage done to the phone due to my negligence. I also acknowledge that I become fully liable to Hidalgo County for the full replacement cost of any lost cellular telephone equipment.

I am aware that my assigned phone may be reassigned or withdrawn at any time, with or without notice, at the discretion of the Department Head or Elected Official.

I understand that I will surrender my cellular telephone upon termination of employment (voluntary or involuntary termination, including retirement) or if I transfer to another department. At this point, I am aware that no further use of my cellular telephone is authorized.

I understand that the value of the use of the wireless device(s) will be included in the wages of the employee that is assigned a county phone and the employee will be liable for the taxes incurred by the cost of this device(s).

I certify *and* acknowledge that I have read and understand Hidalgo County's Cellular Telephone Policy regarding cellular telephone usage and will comply with the terms and conditions stated throughout.

Signature of Employee

Employee #

Date Signed

Cellular Telephone Number Assigned

Department / Dept. #



WIRELESS COMMUNICATION DAILY USE LOG FORM W.1.4

	Date	Employee Name	Employee #	Reason	Time Out	Time In
1					:	:
2						
3						
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