



DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

INFORMATION TECHNOLOGY AND COMMUNICATIONS DIVISION

MOBILE DEVICES AND SERVICES

PROCEDURES MANUAL

Approved: _____

Chief Information Officer

Date: _____

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**DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL
SERVICES
MOBILE DEVICES AND SERVICES (MDS) MANUAL**

PURPOSE:

This manual establishes the administrative and operational procedures for the acquisition, assignment, use and auditing of Mobile Communications Devices and Services (MDS).

REFERENCES:

- A. State Finance and Procurement Article, Title 3A, Department of Information Technology, Annotated Code of Maryland.
- B. Maryland Department of General Services Inventory Control Manual
- C. Executive Order 01.01.2009.08 "Be a Driving Force for Safety".
- D. Mobile Devices and Services Statewide Policy, Maryland Department of Information Technology.
- E. Mobile Devices and Services Directive ADM.020.0016.

SCOPE:

The MDS Manual documents policies and procedures governing the acquisition, assignment, use and auditing of MDS, and is intended for those personnel involved with this process, specifically, the facility/unit MDS coordinators.

GENERAL RESPONSIBILITIES:

It is the responsibility of the Department MDS Coordinator to ensure:

- A. That a current copy of the MDS Manual is available to all unit heads and facility/unit MDS coordinators for reference purposes;
- B. That all unit heads and facility/unit MDS coordinators understand and adhere to the requirements established in the MDS manual; and
- C. That the above referenced personnel are advised of any modifications to the manual in a timely fashion.

REVISIONS AND MAINTENANCE:

The Department MDS Coordinator of the Information Technology and Communications Division (ITCD) is responsible for coordinating and distributing all revisions to this manual. Any requests for changes should be directed to that office.

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MOBILE DEVICES AND SERVICES MANUAL**

01. ACQUISITION, ASSIGNMENT AND USE OF MOBILE SERVICES AND DEVICES

I. NEW MOBILE DEVICE AND NEW SERVICE

A. The employee and/or employee's manager shall submit a written request to include justification for a new MDS to the facility/unit MDS coordinator.

B. The Facility/Unit MDS Coordinator shall:

- (1) Upon receipt of a mobile device request, prepare a Telecommunications Service Request (TSR) for approval by the Agency Head or their designee;
- (2) Submit the TSR to the Department MDS Coordinator;
- (3) Pick up or receive the mobile device and the DPSCS Mobile Device and Service Receipt/Return Acknowledgement Form (MDS Form);
- (4) Obtain the signature of the employee who will be using the mobile device;
- (5) Retain the signed original MDS Form;
- (6) Forward a copy of the signed MDS Form to the Department MDS Coordinator;
and
- (7) Update their MDS log or database pursuant to Section .05C (5) of the Mobile Devices and Services Directive ADM.020.0016.

C. The Department MDS Coordinator shall:

- (1) Log receipt of the TSR request and verify all necessary information including but not limited to account number, device model and costs;
- (2) Process the request through the Financial Management Information System (FMIS)- Advanced Purchasing and Inventory Control System (ADPICS);
- (3) Follow up within five (5) business days from the date the purchase order was issued and work with the vendor to handle any discrepancies;
- (4) Receive the mobile device and tag with State property number;

- (5) Issue the mobile device along with the MDS Form for delivery or pickup by the facility/unit MDS Coordinator or their designee; and
- (6) Update the MDS information in the MDS database.

II. RETURN OF MOBILE DEVICE UPON SEPARATION FROM AGENCY

- A. The Employee shall return the mobile device to the facility/unit MDS Coordinator.
- B. The Facility/Unit MDS Coordinator shall:
 - (1) Notify the Department MDS Coordinator of the returned device; and
 - (2) Return the mobile device and the signed MDS Form to the Department MDS Coordinator.
- C. The Department MDS Coordinator shall:
 - (1) Store the mobile device until the device is re-assigned or processed as surplus using existing disposal procedures as described in the Maryland Department of General Services Inventory Control Manual; and
 - (2) Update their local MDS inventory.
 - (3) If the MDS can be re-issued, wipe the device and store securely for possible re-issue.

III. REASSIGNMENT OF MOBILE DEVICE

- A. The Facility/Unit MDS Coordinator shall:
 - (1) Create a ticket within the Remedy System for the reassignment of the MDS;
 - (2) Complete a new MDS Form;
 - (3) Forward a signed copy of the MDS Form to the Department MDS Coordinator; and
- B. The Department MDS Coordinator shall:
 - (1) Ensure device configuration is current;
 - (2) Update the MDS database to reflect changes;
 - (3) Update the billing account information for service; and

- (4) Issue the mobile device along with the MDS Form for delivery or pickup by the facility/unit MDS Coordinator or their designee.

IV. REPLACEMENT OF BROKEN MOBILE DEVICE

A. The Employee shall:

- (1) Notify their immediate supervisor/manager of the broken mobile device and the need for replacement; and
- (2) Return the broken mobile device to the facility/unit MDS Coordinator.

B. The employee's supervisor/manager shall authorize in writing to the facility/unit MDS Coordinator to initiate a TSR for the replacement of the mobile device and retention of the same phone number.

C. The Facility/Unit MDS Coordinator shall:

- (1) Retrieve the original MDS Form currently on file;
- (2) Sign the return portion of the MDS Form;
- (3) Update their local MDS inventory; and
- (4) Return the broken MDS and signed MDS Form to the Department MDS Coordinator for further processing.
- (5) If replacing the MDS, refer to Section .01 I.B. of this Manual.

D. The Department MDS Coordinator shall:

- (1) Update the MDS database to include a scan of the MDS Form;
- (2) Modify existing MDS service in anticipation of potential replacement of the MDS; and
- (3) Place the broken MDS information on the excess property declaration for disposal as required by the Department of General Services Inventory Control Manual.
- (4) If replacing the MDS, refer to Section .01 I.B. of this Manual.

V. REPLACEMENT OF LOST OR STOLEN MOBILE DEVICE

- A. The Employee shall notify their supervisor/manager of lost or stolen mobile device.
- B. The employee's Supervisor/Manager shall:
 - (1) Inform, in writing, the facility/unit MDS Coordinator of the lost or stolen mobile device and to deactivate service; and
 - (2) Determine if the loss of the mobile device is the result of gross negligence and recommend to the unit head or their designee if replacement costs should be assessed to the employee.
- C. The Facility/Unit MDS Coordinator shall:
 - (1) Notify, in writing, to the Department MDS Coordinator of the lost or stolen MDS; and
 - (2) Update their local MDS Inventory.
 - (3) If replacing the MDS, refer to Section .01 I. B. of this Manual.
- D. The Department MDS Coordinator shall:
 - (1) Suspend service;
 - (2) Complete a Department of General Service (DGS) Missing and Stolen Report pursuant to the Reporting Missing and Stolen Personal Property procedures in the most recent version of the DGS Inventory Control Manual;
 - (3) Attach a copy of the completed DGS Missing and Stolen Report to the MDS Form; and
 - (4) Follow the **New Mobile Device and Services** procedures in Section 01.I.C. of this Manual.

VI. DEACTIVATION OF MOBILE DEVICE

- A. The Facility/Unit MDS Coordinator shall:
 - (1) Determine if the mobile device is going to be retained for future use.
 - (2) If the mobile device will be retained for future use, secure the mobile device and follow the **Mobile Device Reassignment** procedures in Section 01.III.A. of this Manual.

- (3) If the mobile device is determined not to be retained for future use, return the MDS and signed MDS Form to the Department MDS Coordinator.

B. The Department MDS Coordinator shall:

- (1) Upon receipt of the MDS and MDS Form update the MDS database.
- (2) Coordinate the deactivation of the mobile device and service through the appropriate mobile device vendor.
- (3) If the MDS can be re-issued, wipe the device and store securely for possible re-issue.

.02 AUDITING OF MOBILE DEVICES AND SERVICES

A. On a quarterly basis, the Department MDS Coordinator shall review a sample of MDS invoices of up to three agency accounts. During the review the MDS coordinator shall:

- (1) Determine if there is an MDS inventory maintained on site;
- (2) Determine if monthly reviews of the invoices are being conducted;
- (3) Review account information for changes; and
- (4) Review account information for compliance with agency-specific reimbursement for excessive personal calls and text messages procedures.
- (5) Randomly select 5% from the most recent invoice to determine:
 - (a) If the correct user name matches the assigned MDS user; and
 - (b) If the signed acknowledgement forms are located on premise pursuant to.

B. Once the review has been completed, the MDS Coordinator shall:

- (1) Within two (2) weeks, provide written documentation of the audit findings to the MDS Coordinator;
- (2) Within ninety (90) days, follow up with the agency for compliance with recommendations of the audit findings;
- (3) Assist in coordinating with the agency finance officers, MDS coordinator and any vendors to reconcile any discrepancies found as a result of the audit; and

- (4) Maintain a copy of the audit findings, recommendations and follow-up findings.
- C. The Facility/Unit MDS Coordinator shall ensure all audit findings are addressed within ninety (90) days of receipt of the audit findings.