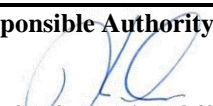


Executive Directive



Title: Mobile Devices and Services (MDS)	Secretary's Directive Number: ADM.020.0016 REVISED
Related MD Statute/Regulations: State Finance and Procurement Article, Title 3A, Department of Information Technology, Annotated Code of Maryland; <u>Executive Order 01.01.2009.08</u> " <i>Be a Driving Force for Safety</i> "; Mobile Devices and Services Statewide Policy , Maryland Department of Information Technology	Supersedes: Executive Directive ADM.020.0016 dated June 5, 2013
Related ACA Standards: 2-CO-1B-08; 2-CO-1B-09	Responsible Authority:  Chief Information Officer
Related MCCS Standards: N/A	Effective Date: July 15, 2016 Number of Pages: 7



Stephen T. Moyer
Secretary



William G. Stewart
Deputy Secretary
for Administration

.01 Purpose.

- A. This directive continues Department of Public Safety and Correctional Services (Department) policy and minimum responsibilities for requesting, acquisition, assignment, and use of Mobile Devices and Services (MDS).
- B. This directive authorizes an administrative and operational procedures manual for MDS.

.02 Scope.

This directive applies to all units of the Department.

.03 Policy.

- A. The Department shall acquire, assign, and manage the use of mobile devices and services consistent with applicable laws and regulations and Mobile Devices and Services Statewide Policy established by the Department of Information Technology (DoIT).
- B. A Department employee shall use a Department MDS:
 - (1) Primarily for official State business;
 - (2) Safely and responsibly, in compliance with applicable laws, regulations, and executive orders; and
 - (3) In a cost effective manner.

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C. An MDS may be assigned to an employee with responsibilities that:

- (1) Make the employee mobile for most of time the employee is working;
- (2) Require the employee to respond in an emergency situation; or
- (3) Make the employee an integral part of the Department's or a unit's decision-making process.

.04 Definitions.

A. In this directive, the following terms have the meanings indicated.

B. Terms Defined.

- (1) "Department Mobile Devices and Services Coordinator" means an individual in the Department's Information Technology and Communications Division responsible for managing the Department's acquisition and use of mobile devices and services.
- (2) Mobile Devices and Services (MDS).
 - (a) "Mobile Devices and Services (MDS)" means State communication equipment, accessories and related services.
 - (b) "Mobile Devices and Services (MDS) includes, but may not be limited to, equipment referred to as:
 - (i) A cellular telephone;
 - (ii) A Personal Digital Assistant (PDA);
 - (iii) Smart phone;
 - (iv) Electronic tablet;
 - (v) An air card;
 - (vi) A device service plan;
 - (vii) A service application, such as, push-to-talk, internet, and global positioning systems; and
 - (viii) An accessory, such as, a charger, spare battery, carrying case, vehicle mounting hardware, and hands-free equipment.
- (3) "Unit" means a group of employees identified in the Department's table of organization to perform specific administrative or operational responsibilities that is established by statute or under the authority of the Secretary.

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- (4) “Unit Mobile Devices and Services Coordinator” means an individual authorized to manage a unit’s mobile devices and services.

.05 Responsibility/Procedure.

A. The Department’s Chief Information Officer (CIO) shall:

- (1) Have responsibility for oversight for administrative and operational activities related to MDS; and
- (2) Designate the Department MDS Coordinator.

B. The Department MDS Coordinator shall:

- (1) Serve as the Department’s liaison with DoIT;
- (2) Develop, maintain, and distribute a manual, and subsequent updates, that, at a minimum, documents specific procedures for requesting, authorizing, acquiring, assigning, using, maintaining, loss and damage, inventory, and auditing of MDS;
- (3) Approve, distribute, and maintain forms used to perform administrative and operational activities related to MDS;
- (4) Review and process an approved request for an employee to acquire and use an MDS;
- (5) With input from a Unit MDS Coordinator, maintain a current inventory of Department and unit MDS ensuring that:
 - (a) New MDS information is entered into the Department’s electronic inventory system; and
 - (b) The Department’s MDS Inventory System is updated when notified of subsequent changes to information previously entered in the system;
- (6) Establish specific procedures for:
 - (a) Reviewing monthly bills for agency employees assigned an MDS; and
 - (b) Based on Department Financial Services requirements, reimbursement to the State for excessive personal MDS use;
- (7) Ensure audits are conducted to determine MDS use and related charges comply with State-wide and Department requirements;
- (8) Collect, file, and maintain records, according to Information Technology and Communications Division procedures established for inventory and control of technology equipment; and
- (9) Liaison with Unit MDS Coordinators concerning administrative and operational MDS activities.

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C. The head of a unit, or a designee, is required to:

- (1) Designate a unit employee as the Unit MDS Coordinator and notify the Department MDS Coordinator of the designation and subsequent changes to the designation.
- (2) Receive and review an employee's request to acquire and use an MDS from the Unit MDS Coordinator.
- (3) Ensure that a written request to acquire and use an MDS:
 - (a) Is in a format and according to procedures approved by the Department MDS Coordinator;
 - (b) Contains justification for the employee to acquire and use the MDS; and
 - (c) Contains estimated cost information associated with the acquisition and use of the requested MDS.
- (4) Based on the estimated cost information contained in the request:
 - (a) Determine if the unit's budget contains funding to support the request; and
 - (b) If funding is available, complete and sign the applicable parts of a Telecommunications Service Request form specifically certifying that the unit's budget has funding available to support the request to acquire and use an MDS.
- (5) Approve or disapprove the request based on the information in the request and the availability of funding.
- (6) Forward to the Unit MDS Coordinator:
 - (a) An approved request and supporting documents for processing; or
 - (b) A disapproved request and explanation with instructions to notify the requesting employee.

D. A Unit MDS Coordinator shall:

- (1) Accept and review a unit employee's request for authorization to acquire and use an MDS ensuring the request includes justification and other required information established by the Department MDS Coordinator and:
 - (a) If the request does not include proper justification and other required information, return the request to the employee with the reason for the return; or
 - (b) If the request contains required justification and other required information, forward the request to the head of the unit, or a designee.

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- (2) Upon receipt of:
 - (a) A disapproved request from the head of the unit, or a designee, notify the requesting employee of the disapproval.
 - (b) An approved request from the head of the unit, or a designee:
 - (i) Forward the approved request to the Department MDS Coordinator for processing; and
 - (ii) Maintain appropriate documentation to track the request.
- (3) At the time an employee is assigned to and issued a MDS, ensure that the employee:
 - (a) Receives or has access to a copy of the State-wide policy and Department policy related to an MDS; and
 - (b) Signs a form acknowledging receipt of the MDS and acceptance of the conditions of the State-wide policy and Department policy related to an MDS.
- (4) Forward a signed acknowledgement to the Department MDS Coordinator.
- (5) Maintain:
 - (a) A current inventory of MDS assigned to unit employees; and
 - (b) Notify the Department MDS Coordinator of changes to MDS assignments.
- (6) If appropriate, recommend administrative action to correct inappropriate employee MDS activity.
- (7) Coordinate unit MDS activity with the Department MDS Coordinator.

E. An employee:

- (1) May request, in a format and according to procedures approved by the Department MDS Coordinator, authorization to acquire and use a Department MDS.
- (2) Requesting authorization to acquire and use an MDS shall include, at a minimum, in the written request:
 - (a) Information to justify the need for an MDS;
 - (b) An estimate, in minutes, of the monthly MDS telephone use; and
 - (c) Estimated costs associated with other services accessed or used in connection with the requested MDS, such as cellular and data transmission.
- (3) If issued and before using an MDS, shall sign a receipt acknowledging receipt of the MDS and acceptance of the State-wide policy and Department policy related to an MDS.

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- (4) Shall use an assigned MDS in a courteous manner and conform to appropriate safety practices and applicable laws, regulations, policy, and procedures concerning MDS use.
- (5) Shall be responsible for the assigned MDS and prevent misuse, loss, or theft by, at a minimum:
 - (a) If an MDS is capable, establishing a password controlling the use of an MDS; and
 - (b) Set the MDS to lock after five minutes, at a minimum, of non-use.
- (6) At the first reasonable opportunity after the loss of, damage to, or theft of an MDS, shall report the loss of, damage to, or theft of a MDS:
 - (a) According to established policy and procedures for loss of, damage to, or theft of Department or agency equipment; and
 - (b) To the employee's Unit MDS Coordinator.
- (7) May be required to pay for replacement of or reimbursement for costs related to the loss of, damage to, or theft of an MDS according to the Department's Standards of Conduct.
- (8) May not:
 - (a) Unless a hands-free device is used, use a Department MDS while driving a vehicle;
 - (b) Without authorization from the Department CIO download an application or service onto a Department MDS;
 - (c) Use a Department MDS:
 - (i) In violation of a federal, State, or local law, regulation, policy or procedure; or
 - (ii) For a purpose other than that for which the MDS was designed;
 - (d) Alter or otherwise reconfigure an MDS that would void the manufacturer's warranty.
- (9) Shall avoid making operator-assisted calls using a Department MDS.
- (10) May be required to reimburse the State for charges related to excessive personal use of a Department MDS, such as charges for telephone calls, text messages, and image and data related transfers.
- (10) Shall, upon separation from the Department or unit, return a Department MDS to the head of the unit, or a designee, at the time the employee separates from Department service or the unit.

.06 Attachments.

There are no attachments to this directive.

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.07 History.

- A. This directive replaces Executive Directive ADM.020.0016, Mobile Devices and Services (MDS), dated June 5, 2013.
- B. This Directive supersedes provisions of any other prior existing Department communication with which it may be in conflict.

.08 Correctional Facility Distribution Code.

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