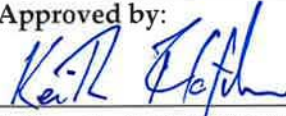
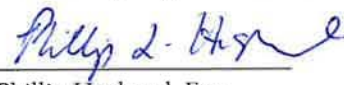


District of Columbia Department of Health Landline Telephones and Mobile Devices		PROCEDURE 740.000 Implementing Office: Office of the Director/ Chief Information Technology Officer Training Required: Yes Originally Issued: July 12, 2017 Revised/Reviewed: APR 26 2022 (Second Revision)
Approved by:  LaQuandra Nesbitt MD, MPH; Agency Director	Review by Legal Counsel:  Phillip Husband, Esq. General Counsel	Effective Date: APR 26 2022 Valid Through: APR 26 2025

I. Authority	Reorganization Plan No. 4 of 1996; Mayor's Order 1997-42; OCTO 1072.0 Telecommunications Service Acquisition Policy This SOP shall supersede and replace all earlier versions
II. Reason for the Policy	Issuing mobile devices to employees in service of their job duties is an essential component of optimizing effectiveness and efficiency. This SOP is required to govern the determination of eligibility for receiving a mobile device, employee responsibilities for proper use of mobile devices, and DC Health responsibilities for tracking and managing the mobile device accounts for all employees in possession of such devices. This SOP shall also govern the process whereby DC Health manages its telephone landlines, makes landline telephone service available to employees, acquires additional landlines, and determines employee eligibility for a landline phone.
III. Applicability	This SOP applies to all DC Health employees, contract employees, interns, federal employees detailed to the District government, and summer youth employees (collectively referred to hereafter as "employees.")
IV. Policy Statement	Managing landline telephones and mobile devices is part of the portfolio of the DC Health Office of Information Technology (DC

	<p>Health IT). The Chief Information Technology Officer (CITO) is the accountable manager over DC Health IT.</p> <p>Landlines and mobile devices purchased by DC Health are the sole property of the District government and are issued to employees for their use in conducting District government business. DC Health issues mobile devices as an employee privilege, not an employee entitlement.</p> <p>All employees who spend more than half of work hours at their official duty station shall be assigned a landline phone. Employees who spend greater than half of work hours away from their official duty station require approval from the administration's Deputy Director for Operations (DDO) to receive a landline phone.</p> <p>In the event an employee's official duty station changes, the Agency Telecommunications Coordinator (ATC) is responsible for transferring an existing landline number to the new official duty station.</p> <p>Employees who spend greater than half of work hours away from their official duty station shall be assigned a cellular phone. Employees who spend less than half of work hours away from their official duty station may be issued a cellular phone; provided that at least one of the following conditions is met:</p> <ul style="list-style-type: none"> • The employee performs duties requiring availability outside their official tour of duty; • The employee's duties require attendance at offsite meetings; • The employee's duties include responding in emergency situations which may occur outside the official tour of duty; • The employee's duties include using applications with multi-factor authentication (MFA) enabled requiring the use of an associated mobile application. <p>The ATC is the accountable party for procuring, issuing, and maintaining documentation on landline and cellular phones. The CITO shall designate an employee to procure, issue, and maintain documentation on all mobile devices apart from cellular phones, i.e. laptop and tablet computers.</p>
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Pursuant to the Office of the Chief Technology Officer (OCTO) Telecommunications Service Acquisition Policy, all mobile devices are to be purchased using the Request for Telecommunications Services (RTS) System. Requests for up to 15 additional landlines shall be made through OCTO/DC-Net. For requests greater than 15 lines, the ATC shall extend a request for quotes to all DC government approved vendors from RTS. The ATC is the Director's designee for managing all of these transactions.

Employees are responsible for the proper use of DC Health-issued mobile devices. Such devices may be used only for official DC government business. Applications may only be downloaded onto a mobile device if those applications support the employee's official work duties and are available at no cost. An employee who incurs additional costs on a mobile device beyond what is included in the provided plan (e.g. exceeding monthly calling limits, paid applications, international calls) is personally responsible for those costs. 411 calls are not permitted on DC Health-issued cellular phones. 1-800-3733-411 is available as a no-cost alternative if an information request is needed.

DC Health reserves the right to designate certain cellular phones as floater phones. The ATC manages these phones They will temporarily assign them on an ad hoc basis to employees with a temporary need for a phone. This process requires supervisory approval and shall be documented on the Floater Phone Tracking Log. Every device designated as a floater phone shall have its own Floater Phone Tracking Log. The ATC is accountable for ensuring these logs are accurate and complete. Employees signing out a floater phone have all the same responsibilities as an employee issued a cellular phone full-time.

The ATC shall generate an annual report of all mobile devices in service. The annual report shall coincide with the end of each fiscal year. For all cellular phones in service, this report shall include, at a minimum, the employee issued the phone, the device type, the plan type, the monthly cost of the plan, and if the phone was zero usage (see definition) at any point during the preceding year. The ATC shall organize the report by administration and send to all DDOs. Any phones which became zero usage at any point during the year shall be flagged in the annual report. Upon receipt of the report, the DDO has the choice to direct those employees to

	<p>surrender those phones, or complete a justification for continuing to keep those phones in service. Justifications must be submitted to the ATC within 30 days of receiving the report. The Chief Operating Officer shall decide which justifications will be accepted, allowing the corresponding employees to retain their cellular phones.</p> <p>Employees separating from DC Health employment are required to relinquish all mobile devices issued to them by close of business on their final workday. In the event a separating employee fails to do so, the direct supervisor shall make a documented attempt to reach the employee and arrange for the return of the device(s). If this attempt is unsuccessful, the direct supervisor, in collaboration with the Human Resources Officer, may submit the employee's name to the Office of the Chief Financial Officer (OCFO) for referral to the Central Collections Unit (CCU).</p> <p>The CITO has the discretion to order any measures necessary to maintain the security of DC Health-issued mobile devices. In cases where such security measures are directed by OCTO, the CITO shall oversee implementation.</p> <p>Any employee violating the terms of this SOP may be subject to commensurate disciplinary action.</p>
<p>IV. Definitions & Acronyms</p>	<p>ATC- Agency Telecommunications Coordinator</p> <p>CCU- Central Collections Unit</p> <p>CITO- Chief Information Technology Officer</p> <p>COO- Chief Operating Officer</p> <p>DC-Net- A division of the Office of the Chief Technology Officer (OCTO), the scope of which includes the management of landline telephones for District government employees.</p> <p>DDO- Deputy Director for Operations. For the purpose of this SOP, the Chief Operating Officer fulfills this role for the Office of the Director.</p>

	<p>DC Health IT- Department of Health Office of Information Technology</p> <p>Floater phone- A cellular phone signed out to an employee without his/her own DC Health-issued cellular phone for a work day, or part of a work day, for ad hoc need.</p> <p>Mobile device- A collective term for wireless, portable computing tools including cellular phones, laptop computers, and tablet computers.</p> <p>OCFO- Office of the Chief Financial Officer</p> <p>OCTO- Office of the Chief Technology Officer</p> <p>Official Duty Station- The physical location where an employee is expected to perform the official duties of their position.</p> <p>RTS- Request for Telecommunications System. RTS is an electronic, on-line order entry system for ATCs and authorized users, developed and managed by OCTO. An RTS order is the accepted contract by telecommunications vendors for ordering products and services for the DC government.</p> <p>Zero usage phone- A phone which has not been used for a period of 60 days or longer.</p>
VI. Procedures	<p>Procedure A: Issuance of Mobile Devices</p> <ol style="list-style-type: none"> 1. A manager shall initiate the request for a mobile device for a supervisee using Section I of the Mobile Device Request Form. 2. The CITO, or designee, shall evaluate the request. The request may be denied under the following circumstances: <ol style="list-style-type: none"> a. The requested device is not available b. The employee does not meet eligibility criteria for receiving a mobile device. 3. If the request is approved, the designated DC Health IT employee shall certify funding to cover the cost of the device and, if applicable, the data plan.

4. Once funding is certified, the designated employee shall issue the device to the employee, and complete Section II of the Mobile Device Request Form.
5. If the phone number being issued was previously assigned to a different employee, the ATC shall update documentation to reflect the new number assignment.
6. The ATC shall ensure that contact information for all DC Health personnel are available in the device's contacts list.

Procedure B: Issuance of Landline Phones

1. The manager supervising an employee who has just been hired, been detailed to a new position, or changed official duty station, shall initiate a request via email with the ATC for a landline phone.
2. The manager shall specify in the request that the employee will spend at least 50% of working hours at their official duty station. If the employee will spend less than 50% of working hours at their official duty station, the employee shall be issued a cellular phone (see Procedure A). They may be issued a landline phone with DDO approval.
3. The ATC shall confirm the employee's official duty station.
4. The ATC shall facilitate the activation of the landline phone, including the employee's name appearing in the caller ID.
5. The ATC shall confirm activation.
6. The ATC shall provide any necessary technical assistance to the employee in the use of the phone, e.g. instructions on recording the voice mail message.
7. The ATC shall document the employee name, phone number, and official duty station.

Procedure C: Use of Floater Phones

1. Any manager whose employee requires temporary use of a cellular phone shall make a request via support ticket to the ATC.
2. The ATC shall issue the phone to the employee.
3. The ATC shall document the issuance on the Floater Phone Tracking Log corresponding to the phone issued.
4. The employee shall return the phone by an agreed-upon date. If the employee needs the phone beyond that date, he/she must coordinate with the ATC to be reissued the phone.
5. The ATC shall log the return date on the Floater Phone Tracking Log.

Procedure D: Mobile Device Annual Report

1. At the end of each fiscal year, the ATC shall generate a complete listing of all DC Health-issued mobile devices in service.
2. This report shall identify all devices with data plans which became zero-usage at any point during the year (see definition).
3. The report shall be completed by the ATC and approved by the CITO by September 30.
4. The report shall be released to the DDOs of each administration and the COO upon completion.
5. Within 30 days of receipt, each recipient of the report must respond with a justification for any employee to retain a device whose plan became zero-usage at any point during the year.

	<p>6. When reviewing the report, a DDO may direct the ATC to cancel any additional data plans, not just those which became zero-usage during the year.</p> <p>7. The COO shall review the justifications submitted. Any devices for which no justification was received, or whose justification is rejected by the COO, shall be reclaimed and the data plan cancelled.</p>
VII. Contacts	Chief Information Technology Officer
VIII. Related Documents, Forms and Tools	<p>Mobile Device Request Form</p> <p>Floater Phone Tracking Log</p>