

DEPARTMENT OF REHABILITATION
AND CORRECTION

SUBJECT:	PAGE <u>1</u> OF <u>8</u> .
Telecommunication Services	SECTION: 05-OIT-12
RULE/CODE REFERENCE: Ohio IT Policy ITP – H.2	SUPERSEDES: 05-OIT-12 dated 08/19/14
RELATED ACA STANDARDS: 4-APPFS-2A-15	EFFECTIVE DATE: May 4, 2015
	APPROVED: <i>Day MMA</i>

I. AUTHORITY

This policy is issued in compliance with Ohio Revised Code 5120.01, which delegates to the Director of the Department of Rehabilitation and Correction the authority to manage and direct the total operations of the Department and to establish such rules and regulations as the Director prescribes.

II. PURPOSE

The purpose of this policy is to provide direction to authorized users regarding the use of telecommunication services for business and personal use to include telephones, cellular telephones, text messaging, instant messaging, downloadable applications and telephone credit cards.

III. APPLICABILITY

This policy applies to all Department of Rehabilitation and Correction employees, contractors, volunteers, other external individuals, and inmates who are authorized users with access to Department telecommunication services.

IV. DEFINITIONS

Aircard – An electronic device that can be plugged into a computer, usually a mobile computer, computer, to access the internet wirelessly.

Application - A self-contained program or software designed to perform a specific purpose that, for the purposes of this policy, is downloaded by the device user to a cellular telephone or another electronic device. These programs or software are commonly referred to as apps.

Authorized User - A DRC employee, contractor, intern, volunteer or other agent of the State who is authorized at a high technical level to administer and support / maintain state computing information technology systems and telecommunications technology systems or is authorized at an end user level, to have access to and use State computing information technology systems and telecommunications technology systems for business purposes on behalf of the State of Ohio.

Cellular Telephone - Cellular/digital telephone service.

Instant Messaging - The process of exchanging typed electronic messages instantly via the Internet or a cellular network, using a shared software application on a personal computer, cellular telephone or another mobile electronic device. This process is commonly referred to as IM.

Mobile Hot Spot – A portable electronic device that provides wireless internet access on many devices, such as laptops, smartphones, MP3 players, tablet computers, and portable gaming consoles. Unlike aircards, mobile hot spots allow multiple devices to connect to wireless Internet access at the same time. Mobile hot spots are also known as portable hotspots or portable hot spots.

Record - Any item that is kept by the Department that: (1) is stored on a fixed medium, including and electronic or digital medium (2) is created, received, or sent under the jurisdiction of the Department and (3) documents the organization, functions, policies, decisions, procedures, operations, or other activities of the Department.

Sensitive Data – Records, information or data considered private, confidential or non-public, as prescribed by law, administrative rule or other legally binding authority that are restricted to a limited number of authorized DRC users for specialized business purposes and available only to non-DRC entities pursuant to a formal request, review and approval process, such as a MOU. Personal identification data, including an individual's last name, first name or first initial, in combination with any of the following data elements, shall always constitute sensitive data: social security number, driver's license number, state identification card number, financial account number, credit card number or debit card number. Sensitive data must be protected with a high level of security from unauthorized access, use, storage or release.

Telecommunication Services - Includes telephone utilities, long distance, and private line voice and data, wired and wireless telephones, VoIP, aircards mobile hot spots, text messaging, instant messaging and downloadable applications or any other telecommunications products or service.

Telephone - Unless otherwise stated, telephone includes both wired and cellular telephones, as well as smartphones and other handheld devices with telephone capabilities.

Text Messaging - The process of sending or receiving written text messages or multimedia messages, such as pictures or audio, using a cellular telephone or another mobile electronic device. This process is commonly referred to as texting.

Voice Over Internet Protocol (VoIP) – A technology that allows the delivery of voice communications digitally over the internet instead of analog telephone lines. Some VoIP systems also have desktop videoconferencing capability.

Wired - Traditional landline local and long distance telephone service.

Wireless - Use of various electromagnetic spectrum frequencies, such as radio and infrared, to communicate services, such as data and voice, without relying on a hardwired connection, such as twisted pair, coaxial or fiber optic cable.

V. POLICY

It is the policy of the Ohio Department of Rehabilitation and Correction to ensure that telecommunication services and equipment is used in an effective and efficient manner in the course of authorized users conducting official State business pursuant to the Ohio Department of Administrative Services, Office of Information Technology (DAS – OIT) Policy ITP-H.2, Use of State Telephones.

VI. PROCEDURES

A. Authorized Access To Telephone Service and Equipment

1. State telecommunication services, including wired and cellular/wireless telephone service, aircards, mobile hot spots, text messaging, instant messaging, downloadable applications and VoIP shall only be used by authorized users to conduct official State business, except as otherwise noted in this policy. As a result, authorized users of State telecommunications services shall not:
 - a. Send, communicate or transmit jokes, rumors, gossip, chain letters or any other non-business related communications or content via State telecommunication services.
 - b. Send, communicate or transmit abusive, harassing, threatening, menacing, discriminatory, pornographic, disrespectful, offensive or any other non-business related communication or content via State telecommunications services.
 - c. Conduct any personal business, which involves an activity or endeavor undertaken for profit or gain of any kind, via State telecommunications services, to include, but not limited to:
 - i. Distributing, transmitting, circulating, displaying or listing a State telephone number, State fax number, State e-mail address, State website uniform resource locator (URL) or any other State information, data or content for any personal business purposes, including personal business contacts.
 - ii. Distributing, transmitting, circulating, displaying or listing any personal business information, data or content (e.g. personal business cards, personal business telephone numbers, personal business e-mail addresses, personal business letterheads, personal business URLs, personal business social networking sites, etc.) via State telecommunications services.
2. All requests for any new State telecommunication products or services, requests to modify existing service, or requests to cancel existing services shall be submitted to the Chief of the Bureau of Information and Technology Services (BITS) who shall review the request, take the appropriate action and respond accordingly.
3. Requests for the assignment of State cellular telephones, aircards or mobile hot spots by authorized users shall be completed and submitted through the chain of command to the appropriate Managing Officer or designee. A Telecommunications Equipment Justification Statement (DRC1287) shall accompany the request. The following criteria shall be considered as part of the submission process:

- a. The authorized user's primary job duties require that the authorized user be immediately accessible;
 - b. The primary job duties of the authorized user require that the authorized user be in the field at least 50% of the time without access to a State wired telephone;
 - c. The authorized user does not have other telecommunication services reasonably available during the majority of working hours. For example, an authorized user that spends at least 50% of their time in the field but are generally at an institution, or other Department office or facility with readily available telephones would not meet this criteria; or
 - d. Other significant work related considerations that necessitate and justify the assignment of an individual cellular phone aircard or mobile hot spot. These considerations must be fully documented on the Telecommunications Equipment Justification Statement (DRC1287).
4. The Managing Officer or designee shall review and assess the request, the Telecommunications Equipment Justification Statement (DRC1287) and whether the authorized user meets the aforementioned criteria. The Managing Officer or designee shall approve or disapprove the request and, if the request is approved, the Managing Officer or designee shall submit a copy of the request and the Telecommunications Equipment Justification Statement (DRC1287) to the Chief of BITS or designee, who shall arrange for the acquisition of the device or services.
 5. In situations where a group of authorized users do not meet the above criteria but still have a need for the use of a cellular telephones or mobile hot spots while performing their job duties, the appropriate Managing Officer or designee may request shared cellular phones or a mobile hot spot by submitting a written request and an approved Telecommunications Equipment Justification Statement (DRC1287) to the Chief of BITS or designee, who shall arrange for the acquisition of the device or services. In as much as strict accountability must be maintained for shared device, a supervisor designated by the Managing Officer or designee must maintain a written log to document and track use of the shared devices. The log shall include the dates and times when the device is checked out and checked in, the name of the authorized user checking the device out and checking the device in and the specific purpose for using the shared device. The tracking log shall be kept current and shall be maintained by the Managing Officer or designee's.
 6. Inmates are prohibited from accessing or using any telecommunications services at the institution that are not specifically blocked from incoming and outgoing outside calls. The Managing Officer or his/her designee must approve all exceptions in writing. An original of the approval must be posted in plain view near the telephone that the inmate is using. Institutions equipped with call accounting systems shall closely monitor all telephone logs that are generated as a result of inmates using administrative telephones.

B. Limitations on Use

1. Incoming collect telephone calls to a Department office are not permitted.
2. Calls to 1-900 numbers are strictly prohibited. The Local Exchange Carrier through a Telecommunications Service Request (TSR) issued by the Telecommunications

Coordinator at Operation Support Center shall block all 900 numbers on all Department lines, trunks and VoIP hardware and software.

3. A free application or app shall be downloaded to a State cellular telephone by an authorized user only when the app facilitates the efficient performance of State business. DRC shall not pay for any downloadable apps nor reimburse anyone for the purchase of or use of any apps downloaded to a State cellular telephone. In addition, in order to safeguard State data, an authorized user shall not upload any State business data, including any records or sensitive data, to an app.
4. Instant messaging, or IM, and text messaging, or texting, shall be used by an authorized user on a State cellular telephone only when the IM or texting facilitates the efficient performance of State business. As a result, messages generated via IM or via texting are property of the State of Ohio and are subject to all applicable DRC record and public record requirements pursuant to Department Policy 07-ORD-02, Public Records. In addition, the messages shall be retained pursuant to all applicable DRC retention schedules.
5. Messages generated via IM or texting shall not be used as the sole source / primary source for offender management / supervision documentation. Authorized users shall use only existing data documentation systems, such as DOTS, ORAS, FOT, OCSS, eCW, etc. as the sole source / primary source for all offender management / supervision documentation.
6. In order to safeguard State data, IM and texting shall not be used on a State cellular telephone or a non-State personal cellular telephone to generate, transmit or share any State business data, including records or sensitive data.
7. DRC shall not reimburse employees, contractors, volunteers or any other individuals for any IM or text message products or services or for any IM or text messages sent or received on a non-State personal cellular telephone.
8. DRC reserves the right to monitor, review and audit any IM or text messages sent or received on a State cellular telephone.
9. When using a State cellular/wireless telephone service, local-toll personal calls made or received are only acceptable in emergency situations when wired telephone service is not available. However, the employee shall reimburse the Department for all local-toll personal wireless/cellular calls made and received using State wireless telephone services.
10. When using a State wired telephone service, the number, frequency and duration of local-toll personal calls shall be kept to a minimum and, whenever possible, made during lunch hours or authorized breaks.
11. Personal long distance calls made using the State's wired telephone service are only acceptable if charged to a personal credit card or personal telephone card or if billed to a non-State third party number. In extremely limited emergency circumstances and with the approval of the immediate supervisor, personal long distance calls may be made using

the Department's wired telephone service and charged to the Department. However, the employee must reimburse the agency for the actual cost for all such calls. If the charges for such calls can't be determined from the billing information or other documentation provided by the carrier, the employee shall pay for the personal calls at the rate of 10 cents per minute.

C. Record Keeping and Reimbursement for Use

1. Outgoing personal long distance calls on State wired telephones, as approved above, and all personal cellular telephone calls made and received using State telecommunication services are the financial responsibility of the employee, unless it can be shown that calls are the result of cloning or other fraudulent use of the service by someone other than the employee.
2. Employees who were approved by their supervisor to make an emergency long-distance call on a wired telephone line shall contact the appropriate business office to determine the actual cost of the call and procedures for reimbursement.
3. The Department of Administrative Services provides all State agencies on the Centrex system with monthly toll call billing Statements. As State agency Centrex systems are discontinued and replaced with VoIP, monthly billing information will be generated by Cincinnati Bell, the third party telecommunications vendor responsible for statewide VoIP services.
4. Prison facilities shall maintain long distance toll call activity on their internal telecommunications systems.
5. The applicable business office shall be responsible for reviewing the monthly Centrex or VoIP billing Statements to ensure that long distance calls, other than to department offices, are properly charged to each State telephone. Likewise, institution business offices shall be provided monthly toll call activity reports from their PBX systems to be reviewed.
6. The monthly review shall consist of a random selection of at least ten telephone extensions from the monthly billing statements to screen the long distance telephone call activity. The review shall also include a screening of the separate business telephone lines billed directly to each respective business office (e.g., fax, computer modem, etc.).
7. The monthly review shall consist of the following screening criteria:
 - a. Time of telephone call;
 - b. Duration of telephone call;
 - c. Location of telephone call;
 - d. Cost of telephone call;
 - e. Repetitiveness of telephone call.
8. Billing statement printouts with questionable long distance calling activity shall be forwarded to the employee assigned to the extension for certification. The employee shall review the activity and sign the printout. The printout shall then be forwarded to the

employee's supervisor for review and verification. The employee's supervisor shall review the printout for unusual calling activity and, if necessary, make the appropriate follow-up with the employee. The supervisor shall then sign and return the printout to the business office. The printouts shall be filed and maintained in the business office until audited by the State and DRC internal audit staff. The review and certification process shall take no longer than 14 calendar days.

9. The billing statement for each State owned cellular telephone, provided by MOBI, the third party telecommunications vendor responsible for managing State agency cellular telephone services, must be reviewed as bills are received using the following procedure:
 - a. Each person assigned a cellular telephone must review the bill and initial any personal calls made or received.
 - b. Each person shall sign and date the bill, documenting the total charge for all personal calls made or received.
 - c. At the end of each month, each person shall complete, sign and date the Monthly Cellular Phone Bill Review Form (DRC1912) and submit it to the applicable business office for review and processing. Failure to submit the form in a complete or timely manner can result in termination of the State owned cellular telephone account.
 - d. Each person with personal calls shall reimburse the State following the procedures Stated below.
 - e. A designated business office employee shall review the bill after all personal calls have been noted to ensure that personal cellular usage followed the guidelines in this policy.
10. The State shall be reimbursed at the current rate for any personal calls charged to the State. Reimbursement for cellular phone use shall be calculated by the Deputy Director of the Office of Administration, who shall advise all Department business offices of the current rate. A cashier's check or money order for the amount charged is to be made payable to the Treasurer of the State of Ohio and forwarded to the business office. Cash can be an appropriate form of payment when there is a cashier on site to appropriately secure the money. Reimbursement shall occur within 14 calendar days following receipt of the monthly agency telephone bill.

D. Maintenance and Inventory of Equipment

1. All cellular phones are to be maintained on a written inventory. The inventory shall include the serial number of the phone, the assigned phone number, and the staff member to whom the phone is assigned. The inventory is to be current at all times.
2. The Bureau of Information and Technology Services shall maintain the inventory of all Operation Support Center cellular phones. The Managing Officer shall designate an individual responsible for maintaining the inventory in the institutions. A copy of all inventories shall also be updated annually in the first quarter of the Fiscal Year and sent to the Deputy Director of the Office of Administration and the Chief of BITS.
3. All employees shall be required to sign a receipt verifying the issuance and return of all telecommunications equipment via use of the Equipment Issue and Retrieval Documentation Form (DRC3143). These receipts shall be maintained by BITS.

4. A sign-out/sign-in sheet is to be used for all phones that are kept in the telecommunications office and loaned out on an as needed basis.
5. Staff should read the instructions and feature section of the information packet which comes with each cellular phone.
6. All Department staff members assigned any State telecommunications device (telephone, aircard, mobile hot spot, etc.) and Department staff members responsible for a shared State device shall maintain the equipment in good working order. If equipment is found to be defective, it is to be reported as soon as possible to the Bureau of Information and Technology Services. Any damage, loss, or breakage of phone equipment is to be reported to the employee's supervisor through an Incident Report form (DRC1000), with copies to the Bureau of Information and Technology Services. Staff shall not attempt to repair State phone equipment. Carelessness or negligence may result in reimbursement to the State by the employee.
7. When phones that are used for the sign-in/sign out procedure are returned and signed back in, they are to be placed back into the chargers for the next user.
8. In the event any State telecommunication devices are lost or stolen, the access for that particular device must be cancelled or stopped immediately. The staff member shall immediately notify the Bureau of Information and Technology Services of the loss or theft and an Incident Report (DRC1000) shall be completed. The police shall be called if a theft has occurred. Copies of police reports shall be attached to the Incident Report.
9. When an employee separates from State service, the employee's immediate supervisor is responsible for returning all telecommunications devices and equipment issued to the employee to the Bureau of Information and Technology Services upon separation from the Department. Supervisors are responsible to ensure that the equipment is collected or turned in prior to the employee's last workday.

E. Penalties For Abuse/Misuse

Any abuse or misuse of State telecommunications services, devices or equipment may result in disciplinary action and a suspension of the offending employee's approval to utilize said services, device or equipment.

Related Department Forms:

Incident Report	DRC1000
Equipment Justification Form	DRC1287
Monthly Cellular Phone Bill Review	DRC1912
Equipment Issue and Retrieval Documentation Form	DRC3143