

Communications Policy: (Wireless/Pager/Phones/Faxes)

#IT03-03

a.k.a. Wireless Communications Policy / Telephone/Fax Communications Policy

Date of Adoption: July 9, 2003

Date of Amendments: March 11, 2015

The Lenawee County wireless communications policy is to provide coordination of services and limited support for wireless devices used by Lenawee County employees who have a recognized business requirement and have the approval of their department head for the expenses involved.

Specific details are covered in the sections that follow. Wireless devices purchased with County funds shall be the “best fit” for the required situation. The best fit will be the most cost effective device that meets the documented need of the specific employee authorized by the department head to participate in the wireless program. An employee may purchase a more expensive device by prepaying the difference between the best fit option and the device of their choice. Wireless plans will be paid for out of department budgets based on the need determined by department heads. To use County funds responsibly, County-sponsored wireless services are restricted based upon the type of service necessary to meet the individual user's responsibilities.

Vendors

In an effort to realize “economies of scale”, the vendor selection will be submitted by the Information Technology department to the Administrators office for review and approval. Periodically a study will be conducted to certify a vendor in the following areas.

- County coverage
- State contracts
- Other negotiated co-op plans
- Price or costs
- Features
- Current needs

Wireless Plans

Information Technology responsibilities: To advise the Administrators office in tailoring wireless plans that first serve the County as a whole and then at the department level.

Department Head responsibilities: Determine and document the type of service needed based on the individual user’s responsibilities. Obtain from the Information Technology Department the type and cost of the best fit device for each specific application.

Device use and protection

It is the responsibility of each employee to use reasonable care in handling and protecting wireless devices. In the event such equipment is lost, stolen, or damaged beyond repair, replacement costs shall follow the original purchase policy. If a pattern of neglect is identified the employee responsible for the device shall be responsible for the entire cost of replacement. Employees may, at the employee's expense, purchase insurance protection for their device.

Expenses above and beyond the wireless plan will be paid by the employee. Personal use above and beyond the current wireless plans is discouraged. Use of wireless devices while operating a motor vehicle is prohibited. Each department head is responsible for investigating abuse or misuse of any County resources.

Wireless device request process

An employee must submit a request to their department head for wireless products. Monthly fees for service will be paid for by the department in which the employee works. Best Fit wireless devices will be paid for from departmental funds. Prepaid funds for upgraded wireless devices shall be deposited in trust accounts and be distributed at time of purchase.

In the event of a staff termination/resignation

County-owned wireless devices must be turned in to their department head when the employee leaves the County. Any accessories provided with or for the device, or paid for by Lenawee County through the expense process, must also be turned in with the device. Upon separation from the County, the device and phone number may be released upon request and joint approval of the department head and the Information Technology Department.

Traditional paging services

Should an employee's job require him or her to carry a pager, the County will issue a pager according to the following guidelines:

- The cost of the device will be charged to the employee's department on a monthly basis.
- When the pager is issued, the employee will be given customer service information for the relevant paging company. Should the employee experience any difficulty with the pager, it is the employee's responsibility to contact the paging company to troubleshoot the difficulty.

- If the pager is lost, stolen, or damaged, the employee must notify their department head at once. The employee's department must pay for the cost of repair or replacement.
- If the employee's need for a pager should pass, or if other communication methods are adopted to replace the pager, the pager must be turned in to their department head.
- The pager must be turned in their department head upon moving to another department or leaving the County.

The Lenawee County telephone and fax communications policy is to provide services and limited support for telephones and fax machines to employees who have a recognized business requirement and have the approval of their department head for the expenses involved.

Specific details are covered in the sections that follow.

Device use

It is the responsibility of each employee to use reasonable care in handling and protecting telephone and fax devices provided by or paid for by the County. Should such equipment be lost, stolen, or damaged beyond repair, replacement costs must be borne by either the responsible employee or by the employee's department at the discretion of the employee's department head and depending upon the circumstances of the loss.

As a matter of sound business practice personal phone calls on County time and County phones are discouraged. Each department head is responsible for investigating abuse or misuse of any County resources.

Telephone or Fax device request process

An employee must submit a request to their department head for telephone or fax products. Fees for the device will be paid for by the department in which the employee works.

Reporting phone loss, damage incident

Should an employee's telephone or fax be lost, stolen, or damaged beyond repair, the County will pay for a replacement only upon approval of the expense by the employee's department head. Costs for replacements will be billed to the employee's department.