

MANAGEMENT DIRECTIVE
WIRELESS DEVICE PROCEDURES

Management Directive #23-01

Date Issued: **01/25/2023**

- New Management Directive Release
- Revision of existing Management Directive dated

Revision Made: This Management Directive (MD) replaced MD 12-08, Telecommunications Procedures (Issue Date: 10/29/2012). This MD reflects current wireless device processes and procedures.

Cancel: NONE

POLICY/BACKGROUND STATEMENT

In accordance with the County of Los Angeles Board Policy 3.160 and County Fiscal Manual (CFM) 4.7.0, this policy is applicable to individuals responsible for County-owned wireless devices (wireless devices) issued by the Department of Children and Family Services (DCFS).

APPLICABLE TO

This Management Directive (Directive) applies to all DCFS employees (users) who are assigned a wireless device.

OPERATIONAL IMPACT

This Directive is in accordance with the CFM, to ensure sound administration and management of wireless devices.

PURPOSE

This Directive ensures proper controls over the management of wireless devices, including the acquisition, issuance, monitoring, and maintenance.

POLICY

The Materials Management Section (MMS) is responsible for the management of wireless device hardware, and the Business Information System (BIS) section is responsible for overseeing the logical security management of wireless devices and related software.

General Guidelines

Wireless devices are issued for business use. Offices shall review the employee's job assignments to determine if a wireless device is a business requirement to perform job functions. The following justifications or business purposes are considered:

- The employee is required to complete job functions while off-site or on field duty.
- The employee is required to be on call outside of normal business hours.
- To reduce risk and promote employee safety while completing work assignments (CFM 4.7.1).
- Other justifications as determined by the Office Head on a case-by-case basis.

Most commonly, employees holding the title of Regional Administrator (RA), Division Chief, (DC), Deputy Director (DD), Human Services Aide (HSA); Children's Social Worker (CSW) Trainee, I, II, III; Supervising CSW; Administrative Services Manager (ASM) I, II, III; Children's Services Administrator (CSA) I, II, III; Human Services Administrator I, II, III; and Adoption Assistant meet the operational needs.

- Upon appointment, CSWs may be issued a wireless device due to the nature of their position.

All supporting documentation required in this Directive must be retained for five (5) years.

Information Security

DCFS (Department) wireless devices are essential County resources and a privilege provided at the discretion of the Department and management that shall be reasonably and adequately safeguarded and used ethically, professionally, as intended and authorized.

Department Employees shall comply with the [Acceptable Use Agreement \(AUA\) of Los Angeles County and the Board of Supervisors Policy No. 6.101](#).

No entitlement or expectation of privacy is conveyed to Department employees concerning their activities when obtaining or utilizing County or Department wireless devices, including, and without limitation, anything they possess, access, use, view, create, store, or transmit (send, receive or share). Such activities are also subject to litigation and electronic discovery (eDiscovery).

The Department has the right to administer, modify, revoke and/or restrict, monitor, log, store, make public, investigate, audit and/or review all activities of its employees related to use of Department wireless devices at any time without notice or consent, including, and without limitation, internet usage and activities, electronic communications (e.g., email sites, instant messaging sites, and chat groups).

County Business Use Only

Wireless devices shall be used for County business purposes only, such as email, text messages, internet, photos, or phone calls.

Usage of wireless devices for non-County business shall be reimbursable per [CFM 4.7.3](#). Such usage may include 411 calls, unauthorized long distance communication, games, streaming music and videos, or the use of personal accounts.

Any usage that results in additional charges to the County due to personal or unauthorized usage will require reimbursement to the Department for the actual cost incurred over the base plan.

Prohibited Use of County-Owned Wireless Devices

It is prohibited to make any changes to wireless devices, including tampering with the wireless device, security software, configurations, settings, or switching SIM cards.

- **Note:** The assigned SIM card must remain inserted in the designated wireless device at all times.

Wireless devices shall only be used by the assigned user. It is prohibited to allow other employees, clients, or personal contacts to use an assigned wireless device. If it is determined that employee does not follow the requirements herein, the Office Head/RA/DC shall take appropriate disciplinary action.

Maintenance and Care

All wireless devices shall be handled with care, safeguarded and protected. When available, wireless device users shall use provided accessories such as cases and screen protectors on wireless devices.

In cases of negligence with the handling of assigned wireless device(s) and accessories, MMS will notify the user's Office Head/RA/DC for disciplinary action, when appropriate.

Permanent or Extended (Temporary) Leave

Users must immediately report to the Office Wireless Device Coordinator if they will be on extended (temporary) leave for more than 30 days.

- **Note:** Service will be suspended pending the employee's return.
- 1. After maximum allowable time of suspense, lines will be cancelled per provider and an email will be sent to employee and Office Head.
 - a. The amount of allowable time varies by circumstances.

When retiring, permanently leaving the Department, or going on extended (temporary) leave for more than 30 days, users must return their assigned wireless device to the Office Wireless Device Coordinator prior to departure.

Cancellation of Service

Service that has been suspended for the maximum allowed time per provider will result in a cancellation of service.

- The amount of allowable time varies by circumstances.

Types of Requests

Request types include:

- New device
- Replacement device and accessories
- Reactivation
- Adding or removing features/plans

[Back to Policy](#)

PROCEDURE

Wireless Device User Responsibilities

1. Requests

Users (i.e., all staff) must complete a service ticket on Cherwell, provide justification for the request, and obtain the required Level 1 approval.

Depending on the request, additional information or documentation may be required, as follows:

a. **New Device**

New requests shall require an attachment of [DCFS 98](#), New Wireless Device Equipment Request form. The form must contain one level of approval: RA/DC

b. **Device Replacement**

If the wireless device hardware or accessory is malfunctioning, the user must submit a service ticket on Cherwell and provide a detailed explanation of the malfunction.

c. **Lost or Stolen Devices**

If the wireless device is lost or stolen, the user must immediately file an official police report. The user must submit a service ticket on Cherwell and provide a [DCFS 77](#), Loss Affidavit, providing details of the event and a copy of the actual police report.

d. **Software Related Issues**

If the wireless device is experiencing software/apps issues, passcode/pin issues or email issues, the user must submit a trouble ticket on Cherwell, select the most appropriate subcategory and provide a detailed explanation in order for the ticket to be routed appropriately.

2. Wireless Device Pick-Up

Upon notification that the wireless device is ready for pick-up, the user will pick up the wireless device at 501 Shatto Pl., Los Angeles, CA, 90020, Room 308. The user must provide identification (County badge), and read and sign [DCFS 96](#), Wireless Device Equipment Agreement.

If the user is unable to pick up the wireless device, the user must complete a [DCFS 72](#), Authorization Release to Pick-Up Wireless Device form and identify the designated individual who will pick up the wireless device on their behalf. The

designated individual must provide the following for identification and signature verification purposes:

- a. A copy of the employee's (user) identification (County badge – front and back)
- b. DCFS 96, Wireless Device Equipment Agreement form signed by the employee (user) for whom the designated individual is picking up the wireless device.

Requests will be held for 10 business days from the day the user received notification for pick up. If the wireless device is not picked up by the designated date, the request shall be cancelled, and a new request will be required.

Office Wireless Device Coordinator Responsibilities

1. Returned Wireless Devices

Upon receipt of a returned wireless device or notification that an employee will be on extended leave for more than 30 days, submit a service ticket on Cherwell to request change of service and provide the user's name, phone number, and reason.

- **Note:** Offices are not allowed to re-issue wireless devices to other employees.

Ensure returned wireless devices are properly secured in a locked location at all times, and access is kept to a minimum.

Wireless devices shall be returned to MMS with a completed [DCFS 99](#), Wireless Device Return Transmittal.

If the user fails to return their assigned wireless device, as set forth in the requirements herein, notify the Office Head, who shall take appropriate disciplinary action, as appropriate.

2. Inventory Listing

An updated listing of wireless devices assigned to each office shall be maintained.

3. Monitoring

- a. A Zero Utilization Report (report) shall be reviewed monthly to justify if there is a continued need for wireless devices with no usage, or if a wireless device requires deactivation. The report will be submitted to the Office Head for review and approval. Once approved, submit the Zero Utilization Report to Accounts Payable (AP).

- b. An Annual Wireless Device Review of all assigned wireless devices shall be conducted at the beginning of each calendar year to reconcile the master inventory list. The Office Wireless Device Coordinator shall conduct the review and provide the results to the Office Head for approval.

Office Head Responsibilities

1. Custodian

Office Heads are the custodian for all wireless devices assigned to their respective offices.

2. Requests

Review and approve [requests](#) submitted by users for new wireless devices, replacement devices, or reactivation. Office Head will ensure that the issuance of the wireless device is a business requirement to perform job functions.

3. Inventory Listing

Ensure an updated listing of wireless devices assigned to their respective office is maintained.

4. Monitoring

- a. Review and approve (sign and date) the monthly Zero Utilization Report (report) and provide justification if there is a continued need for wireless devices with no usage, or indicate if they require deactivation. The report shall be returned to the Office Wireless Device Coordinator upon completion.
- b. Review and approve (sign and date) the results of the Annual Wireless Device Review of all assigned wireless devices reconciled against the master inventory list; and, confirm continued need of all wireless devices by providing a justification or determining that the need no longer exists. The Office Head shall resolve any discrepancies found during the review.
- c. Submit the results of the Annual Wireless Device Review of all assigned wireless devices to the Wireless Device Unit by the indicated due date.

5. Disciplinary Action

Take disciplinary action, as appropriate, when an employee does not adhere to the requirements herein.

Materials Management Section (MMS) Responsibilities

1. Requests

Review and fulfill [requests](#) accordingly. Incomplete requests will be returned to the requestor for completion.

2. Ordering

Follow separation of duties (i.e., internal control / procedures at office level) and order necessary equipment and devices from the Provider based on in-house stock inventory and requests received.

3. Billing and Wireless Device Plans

- a. Review monthly billing statements, verify that charges are accurate and identify unauthorized usage. If a wireless device is used for personal purposes, resulting in additional charges to the Department, the user information will be forwarded to AP for reimbursement.
- b. Review and approve (sign and date) billing statements within 30 days of receipt of an accurate billing statement. If discrepancies are found, work with provider to resolve prior to approval.
- c. Conduct an annual review of all wireless device plans to determine the most cost-effective plan that meets the Department's needs. The evaluation shall include the review of the average usage rate of wireless devices.

4. Annual Wireless Device Review

At the beginning of each calendar year, send a notification to each Department Bureau with instructions to conduct an Annual Wireless Device Review with the purpose of determining the continued need of all assigned wireless devices and complete a physical inventory of all assigned wireless devices. Upon receipt of results, take action and resolve any discrepancies found during the review.

5. Security

Wireless device equipment must be properly and reasonably locked and secured at all times.

6. Suspensions/Cancellations

Based on findings from the Zero Utilization Report, Out-of-Service Report, Turnover Report (both reports are provided by Human Resources) and notifications received from offices regarding extended leaves or lost or stolen wireless devices, take appropriate action to ensure timely suspension or cancellation.

7. Negligence Notification

Notify the Office Head when there is suspicion of user negligence with wireless devices. Negligence can include failing to submit wireless devices upon leaving the Department and inappropriate patterns identified that may indicate misuse of a wireless device.

8. Master Inventory Listing

Maintain a master inventory list to track the following:

- Device MEID number
- Device model
- Status of activation
- Service provider
- Plan type
- Account number
- User's name, employee number, location, and assignment.

9. Returned Devices

Examine the condition of all returned devices. If the returned device is an obsolete model or is not in a condition where it can be properly re-issued to another user, follow proper salvage procedures.

10. Salvage

Prior to salvage, DCFS wireless devices shall be:

- a. Accurately accounted for and documented following applicable County and DCFS policies and procedures, and record management and retention requirements.

Vendors utilized to salvage Department wireless devices shall:

- a. Be officially approved by the County

- b. Acknowledge, comply, and adhere to applicable Federal, State, County and Department policies, requirements, mandates, and regulations regarding the collection, storage and destruction of data and information, and sanitization requirements including the National Institute of Standards and Technology Special Publication 800-88 titled Guidelines for Media Sanitization (available at its website: <http://csrc.nist.gov/publications>)
- c. Provide the Department with a certificate of proper and secure data destruction attesting County data and information is rendered inaccessible, unreadable, unusable, indecipherable, or unrecoverable.

The certification shall at a minimum include:

- Date and time of the salvage and certification
- Description of the DCFS wireless device
- Procedures used to destroy the data
- A reference number that correlates to the wireless devices, hard drives, and Certification of Destruction
- Company logo and contact information
- Signatures

The Department shall verify, validate, and document the proper sanitization or destruction of Department wireless devices after salvage.

Accounts Payable (AP) Responsibilities

1. Reports

- a. Prepare the monthly Zero Utilization Report that identifies employees that had zero usage during the monthly billing cycle and send to the Office Head for review and appropriate action.
- b. Reconcile all office responses and provide to MMS for appropriate action.

2. Billing

- a. Receive monthly invoice and send to MMS for review and processing.
- b. Review approved invoices and supporting documents from MMS and process payment in eCAPS.

3. Reimbursements

Contact users who incurred unauthorized charges on their wireless device and ensure reimbursement is made to the Department.

- a. Unauthorized charges include but are not limited to 411 calls, call forwarding, and international calls.

FORMS(S) REQUIRED/LOCATION

LA Kids: [DCFS 72](#), Authorization – Release to Pick up Wireless Device

[DCFS 77](#), Loss Affidavit

[DCFS 96](#), Wireless Device Equipment Agreement

[DCFS 98](#), New Wireless Device Equipment Request

[DCFS 99](#), Wireless Device Return Transmittal