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PAGE: 1 of 4

SECTION: CAMPUS OPERATIONS

AREA: TELECOMMUNICATIONS

SUBJECT: CELL PHONE ISSUANCE AND USAGE

PURPOSE

UAMS acknowledges the use of cell phones as an appropriate communication tool to enhance accessibility and efficiency. The purpose of this policy is to establish the procedure that governs the qualification criteria, approval process and issuance of a cell phone.

SCOPE

This policy applies to all cell phones paid for by UAMS state funds and grants.

POLICY

A department may determine it is beneficial to the organization that certain employees be accessible by cell phone and therefore be offered a wireless device. The job function(s) that warrants the device will determine the type of technology approved. Currently those choices are “cell phone only”, “cell phone with data access”, “cell phone with data access using a Citrix compatible device,” and “broadband aircard”.

The UAMS provided communication device and plan is not considered an entitlement, is not part of an employee’s base salary, and may be changed and/or withdrawn by UAMS at any time. UAMS will not pay for ringtones, downloads or applications not pre-approved. An employee that accepts the cell phone must agree to the restrictions that govern the use of this device.

RESPONSIBILITIES

Department Responsibilities

Deans and Vice Chancellors are ultimately responsible for the use of cell phones/services in their respective divisions. They should designate an individual to serve as their telecommunications liaison and have primary responsibility to:

- Make the initial recommendation on whether a phone is provided to an employee and on what basis. Sending the request to Telecommunications.
- Inform the employee what plan they are on and notify them of their responsibilities.
- Monitor usage on a regular basis for policy compliance, continued business need and appropriate use.
- Ensure that when an employee changes departments or leaves UAMS, all equipment (including chargers, extra batteries, hands-free devices, etc.) is returned and service is

cancelled, transferred to another employee, or transferred to another department. All equipment is the property of UAMS and will not be transferred to a terminating employee. The responsibility of the phone service and ownership of the phone number can be transferred to a terminating employee if the department approves the release of that number.

Employees Responsibilities

- UAMS acquires the cellular/wireless phone/service and assigns the phone to a specific individual (or shared function) who agrees to limit non-UAMS business calls.
- At termination, the employee must return the phone and accessories to their department liaison.
- The department may ask the employee to review the monthly bill if the monthly charges exceed the expected minutes, or if unauthorized features such as downloads, games or ringtones are charged to the phone. The employee may be asked to reimburse UAMS within 30 days for excessive or inappropriate charges. Departments should deposit the reimbursement through a Cash Receipts Report as a reduction of expense using the same SAP account used to record the phone's monthly expense.
- An employee may not operate a personal business from a UAMS cell phone.
- Employees agree not to text, email or surf the web while driving.
- The use of the imbedded camera must follow the restrictions outlined in UAMS Policies **3.1.44 Patient Photography**, **3.1.05 Sexual Harassment** and **3.1.38 Safeguarding Protected Health Information**.
- Employees issued a cell phone with data access or data device must keep it protected in accordance to UAMS Policy **3.1.17 Mobile Device Safeguards**.

Department of Telecommunication Responsibilities

- Is responsible for taking and processing requests for new service, upgrades, accessory orders and disconnects from the department cell phone liaison.
- Is the primary UAMS contact for all of the cell phone vendors.
- Telecommunications will review, approve and forward the vendor bill to Accounts Payable for payment.
- Telecommunications will bill each department monthly for the usage associated with each phone. This charge will include an administration fee of \$2.50 (this amount will not be accessed against grant accounts).
- Monthly, the master cell phone bill will be downloaded from the vendor. The usage will be trended by cell phone number and reviewed for abuse or billing errors. Any plan adjustments necessary to keep monthly service as economical as possible will be made. Usage reports will be made available to each department for review and the amount will be recharged to the department account.
- Telecommunications will review billing history and notify the department cell phone liaison of any unusual usage and possible ways to further reduce their monthly expenses.

PROCEDURE

Ordering Process

- Once a department determines they would like to offer an employee a device, the department liaison will complete and submit the Cell Phone Request Form found at www.uams.edu/telecom.
- Telecommunications will then provide the department an approved list of devices.
- Orders will be placed daily for requests received by noon each business day.
- Once the phone arrives, Telecommunications will activate the phone and the department will then be notified that they can pick up the device from the Telecommunications, Central building, G280. For employees working outside of Pulaski County arrangements will be made with the cell phone vendor to drop ship the device to the remote office.

Upgrade Process

The current contract allows for upgrades of equipment every 6 – 10 months based on the vendor. Changes in equipment prior to that timeframe may only occur if the current device is damaged/malfunctioning or lost.

- The department liaison, not the end user, may request an upgrade through Telecommunications.
- Telecommunications will determine if the request can be granted and notify the department liaison of the options and associated costs.
- Once the device is chosen it will be ordered by the Telecommunications department that same day if the request is received by noon.
- Once the device is delivered, Telecommunications will arrange to have the existing number transferred over to the new device. If it is a data device, Telecommunications will assist with UAMS email setup. The IT Technical Support Center at (501) 686-8555 can also help with UAMS email setup.
- The department will be notified the device is ready for pick up from the Telecommunications office, Central building, G280. For employees working outside of Pulaski County arrangements will be made with the cell phone vendor to ship the device to the remote office.

Appeals Process

If a department requests a device for an employee and it is determined based on their job responsibilities that the requested device is not approved, the department has the right to appeal that decision.

- Denial of a request will be issued by Telecommunications in writing with an explanation of the reason.
- To appeal the decision, send a copy of the original request form, the denial letter, and a formal request signed by the Dean or Vice Chancellor to Holly Naramore at naramorehollyj@uams.edu.

- The appeal will be reviewed and a decision made within two business days.

International Travel Process

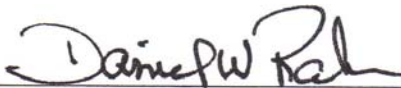
International roaming is available only on specific devices and due to the potential of fraud and the enormous charges that can be incurred when using a device when traveling outside the US, international roaming capability will not be a default setting.

- Department cell phone liaisons must notify the Cell Phone Administrator one week in advance of the employee leaving the US to determine if the device is capable of international service and to select an appropriate rate plan.
- The department will be told in advance the cost of such usage and will be responsible for paying those costs.
- Once the employee has returned, it is the responsibility of the department cell phone liaison to notify the cell phone administrator to suspend that feature and any associated plan.

Damage, Loss, Theft and Disposal Process

- Damaged handsets or other equipment should be reported to the department assigned cell phone liaison who will notify Telecommunications.
- Telecommunications will contact the vendor for replacement or repair.
- Lost or stolen cellular equipment must be immediately reported to the employee's supervisor, Telecommunications, and the IT Technical Support Center (501-686-8555) 24x7x365 in order to remotely wipe the data off the device before calling the vendor to have the number suspended or cancelled. All thefts must be reported to law enforcement immediately.
- All costs incurred for replacement or repair will be the responsibility of the employee's department. A department may choose to have the employee reimburse them for the cost of the replacement.
- All broken or unused phones should be sent to State M&R for disposition.

NOTE: Federal regulations prohibit use of grant-funded wireless phones for personal calls.

Signature: 

Date: May 11, 2011