

Mobile Devices and Services Statewide Policy

Purpose

The purpose of this policy is to provide direction and guidance to Maryland State agencies for the management of mobile communication devices and related services. Devices include cell phones, personal digital assistants (PDAs), air cards, associated accessories, etc. Related services include device service plans, push-to-talk, and global positioning systems.

MDS Statewide Policy Statement

It is the policy of the State of Maryland that all State-provided mobile communications devices are used primarily for official State business and in a safe, cost effective manner consistent with applicable laws and regulations.

1) Each agency is responsible for:

- a) Establishing an Agency MDS Policy that is consistent with the MDS Statewide Policy (see Agency MDS Policy Requirements below).
- b) Ensuring the cost-effective use of mobile devices.
- c) Requiring that mobile devices are used primarily for State business.
- d) Maintaining an inventory of agency-issued mobile devices and accessories using the [Statewide MDS Inventory System](#); Agencies should use the inventory to track all equipment from assignment to recovery (See 2e below under "Agency MDS Policy Requirements")
- e) Activating Amber Alert on all agency-issued mobile devices.

2) Each employee assigned a mobile device is responsible for:

- a) Ensuring that the mobile device is used primarily for State business.
- b) Ensuring the proper care and safe usage of the mobile device.
- c) Notifying a supervisor if a mobile device is lost, stolen, or damaged.

Agency MDS Policy Requirements

The following are minimum requirements for an Agency MDS Policy. Agency policies and procedures may vary according to operational requirements, but should be consistent with the MDS Statewide Policy. **The Agency MDS Policy should contain the following:**

1) Device assignment requirements including:

- a) A written statement justifying the official State business need for each mobile device.
- b) Written, signed acknowledgement by the employee assigned the mobile device indicating awareness and acceptance with the provisions of the MDS Statewide Policy and Agency MDS Policy.
- c) Written approval for each device assignment by the agency head or designee.

Note - The form provided at the end of this document should be used to capture justification, employee acknowledgement, and agency head approval.

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2) Administrative requirements for:

- a) Reimbursement to the State for excessive personal calls. Personal calls are reasonable if:
 - Limited to important personal or family matters, or emergencies
 - Call time and frequency of personal calls are kept to a minimum
 - There is no adverse impact on employee performance
 - A call reasonably cannot be made outside work hours or on a personal device
- b) Termination of service, including return of the device to the agency telecommunications coordinator or designee and notification to the service provider.
- c) Supervisor notification and replacement of lost, stolen or damaged equipment.
- d) Resolving invoice discrepancies with the service provider.
- e) Maintaining an inventory of equipment using the [Statewide MDS Inventory System](#). Typical devices and accessories to be inventoried include, but are not limited to:
 - Mobile devices (cell phones, push-to-talk devices, air cards, PDAs, etc.)
 - Accessories including, but not limited to: chargers, spare batteries, carrying cases, vehicle mounting hardware, and hands-free equipment

Access to the Statewide MDS Inventory System is restricted to telecommunications coordinators or designees. For assistance with the system, for user logons and/or passwords, contact the statewide service desk at 410-260-7778 or email servicedesk@doit.state.md.us.

3) Policy statements / rules that require the following:

- a) Use of mobile devices in compliance with applicable laws, regulations, and executive orders including:
 - Effective May 21, 2009, a driver of a Maryland State vehicle may not use a hand-held cell phone while driving, except in cases of emergency. The policy does not apply to law enforcement officers or operators of authorized emergency vehicles. Executive Order 01.01.2009.08
 - Effective October 1, 2009, in Maryland a person may not use a text messaging device to write or send a text message while operating a motor vehicle in motion or in the travel portion of a roadway. The statute does not apply to the use of a text messaging device to contact a 9-1-1 system or the use of a global positioning device. Chapter 195, Acts of 2009
- b) Devices shall be kept secure at all times.
- c) Amber Alert shall be activated on text enabled devices.
- d) Service plans and device usage shall be monitored for cost effectiveness to include:
 - Ensuring that the most economical service plans are used
 - Recovering devices from employees who no longer need them
- e) Certain calls shall be limited to essential use only including:
 - Operator assisted calls
 - Credit card calls
 - Directory assistance (411)

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- f) Device usage is permitted in the event of emergencies. Dial 9-1-1 or other local emergency numbers in case of fire, traffic accident or medical emergencies
- g) In addition to the requirements of any section of this policy, employees shall use safe practices while driving, for example:
 - Whenever practical, pull over and park to make or answer a call
 - Limit call time and make calls only when you are stopped or before pulling into traffic
 - Tell the person with whom you are speaking that you are driving
 - Assess traffic and weather conditions, only make or answer calls when conditions are safe; suspend calls in heavy traffic or harsh weather conditions

Employee Acknowledgement of Agency Mobile Devices and Services Policy

User Information	
Employee name:	
Agency name:	
Street Address:	
Justification / Business Need for the Device	
Device Information	
Manufacturer:	
Model:	
Serial number:	
Telephone Number:	
Agency inventory number:	
Accessories issued with the Device:	
Service Provider Information	
Service Provider:	
Account number:	

I have received a copy of the MDS Statewide Policy and Agency MDS Policy. I agree to abide by the requirements of these policies and understand that failure to do so may result in revocation of the mobile device. I assume full responsibility for the proper care and usage of the mobile device, and understand that if equipment is lost, damaged or stolen, I may be personally responsible for cost reimbursement to the State. I understand that I may be legally responsible for any liability associated with usage of the mobile device.

Print Name

Signature of Employee

Date

I authorize the assignment of this mobile device to the employee identified above and certify that this request is in compliance with the MDS Statewide Policy and Agency MDS Policy.

Print Name

Signature of Agency Head or Designee

Date