


SUBJECT COMMUNICATION EQUIPMENT AND SERVICES ACQUISITION AND USE	POLICY NUMBER 10.11	
POLICY MAINTENANCE ADMINISTRATOR: Director, Division of Administrative Services		
PURPOSE/SCOPE: To establish policy for the acquisition and use of communication equipment and services.		

I. AUTHORITY

Chapter 282, Florida Statutes, Communications and Data Processing

Chapter 60FF, Florida Administrative Code, Technology Program

Chapter 60GG-2, Florida Administrative Code, State of Florida Cybersecurity Standards

Reference Guide for State Expenditures, Florida Department of Financial Services

II. RELATED POLICIES

MP 3.06, Disciplinary Process

MP 3.08, Ethics and Personal Responsibility

MP 8.01, Information Technology Security

MP 8.03, Acceptable Use of Information Technology Resources

MP 8.04, Requesting Information Technology Services

MP 10.09, Purchasing

III. DEFINITIONS

A. Communication Services – Includes telephone service, mobile communication device service, conference call service and internet service.

B. Official State Business – Any period of time in which members receive or are eligible to receive compensation for travel time or work time.

C. Outlook Web Access (OWA) – Department-approved email client for installation on personal mobile communication devices. Connecting a personal device to the department email account must be approved through the chain of command.

Executive Director Signed Original On File	Effective Date 10/01/1984
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- D. Personal Use – Use of department-provided devices for voice, data, or text communication for non-official state business, such as communication to or from a member’s spouse, home, friends, family members or any other individual or business.
- E. Wired Communication Devices – Communication devices that are connected by traditional wire or fiber and terminate in a fixed location. This includes, but is not limited to, telephones, fax machines, credit card machines and modems.
- F. Mobile Communication Device – Any device capable of transmitting and receiving voice, data or text communications without connecting to a wired network. For the purpose of this policy, such equipment includes, but is not limited to, the following:
1. Cellular telephones (Mobile phones);
 2. Hotspot enabled smartphones or wireless aircards;
 3. Smartphones and devices for voice and/or data, such as Androids or iPhones; and
 4. Tablet devices using mobile operating systems, such as iPads and Microsoft Surface devices. Tablet devices do not include slim or dual-purpose computers that run full versions of computer operating systems.

IV. ROLES AND RESPONSIBILITIES

- A. Division Directors or designees
Division Directors or designees will determine which members in their divisions are eligible for department-provided mobile communication devices based on the member’s job duties and other factors as specified in Section V. POLICY below.
- B. Supervisors / Managers
Supervisors or Managers will submit requests to the Technical Assistance Center (TAC) for:
1. Initial assignment of mobile communication devices;
 2. Additional features or applications for devices already assigned to users; or
 3. New desktop land-line telephones.
- C. Members
Members must adhere to the conditions and regulations set forth in this policy and use department-provided devices for authorized, official business purposes only.

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V. POLICY

All members are responsible for reviewing and adhering to this policy regarding department-provided devices. Mandatory standards of practice include, but are not limited to, the following:

- A. Wired communication services are established only for the purpose of conducting official state business. Members are not authorized to use these services for personal purposes, except in an emergency situation. Reimbursement to the department by the member for the cost of any/all personal usage is required.
- B. Mobile voice and/or data communication devices will only be issued to members when immediate, frequent voice or data communication is required for conducting official state business, and when wired telephone systems or computers are not reasonably available or practical.
- C. The need for department-issued mobile communication devices should be based on a member's job duties, time required to be away from the office, level of business travel, and the ability to increase job effectiveness through use of the devices.
- D. Personally-owned devices are not authorized to be configured to access department network resources directly. However, with the approval of a member's chain of command, the use of personal devices to access department email through cloud-based services such as Outlook Web Access (OWA) may be permitted, only when such access is in compliance with the latest version of the department's Information Security Policy Manual.
- E. Members are prohibited from using the department's internet service for personal use. This includes connecting a personal device to a department resource or mobile hotspot.
- F. Members are discouraged from using department-provided mobile communication devices for personal use. In the event that a department-provided mobile communication device is used for personal use, the member will be required to reimburse the department. The member should complete the Wireless Certification Form located here: [HSMV Wireless Certification Form](#) and submit payment monthly. This form is to be used for non-sworn members only. Sworn members should follow FHP Policy 7-10.
- G. Department-provided mobile communication devices and all other department-owned or leased electronic devices are intended to access department email and internet services and, therefore, must be used in accordance with Management Policy 8.03, Acceptable Use of Information Technology Resources.

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H. Misuse of communication devices or services will subject a member to loss of the resource, personal reimbursement for the cost of use, lost and/or damaged equipment, disciplinary action and/or legal measures when necessary.

VI. PROCEDURES

Please see the Procedures for Communication Equipment and Services Acquisition and Use and the Information Security Policy Manual for detailed information on the procedures for utilizing department communication equipment, devices and services.