


<b>SUBJECT COMMUNICATION EQUIPMENT AND SERVICES ACQUISITION AND USE</b>	<b>POLICY NUMBER 10.11</b>	
<b>POLICY MAINTENANCE ADMINISTRATOR:</b> Chief, Bureau of Accounting and Chief Technology Officer (Information Systems Administration)		
<b>PURPOSE/SCOPE:</b> 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 74-2](#), Florida Administrative Code, Information Technology Security
- [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. Automotive Navigational Device / Global Positioning System (GPS) – Satellite navigation system designed for use in automobiles to acquire position data and provide driving directions. For the purpose of this policy, only voice-guided devices will be addressed. Sworn personnel refer to [FHP Policy 7.10](#), Wireless Voice/Data Communications for **additional** guidelines or exceptions.
- B. Communication Services – Includes telephone service, mobile device service, conference call service and internet service.

<b>Executive Director</b> SIGNED ORIGINAL ON FILE	<b>Effective Date</b> 10/01/1984
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STATE OF FLORIDA  
Department of Highway Safety and Motor Vehicles

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- C. Mobile Device Management Solution – Software used by the department to allow for the remote management of mobile devices, including software or application distribution (Apps), policy management, device security and the ability to wipe or sanitize the managed device.
- D. Mobile Device Management Specialist – Member of the Division of Information Systems Administration responsible for the administration and management of the department’s mobile voice and data communications devices.
- E. Mobile Device Coordinator – Member designated by the Division Director or designee who serves as the division point-of-contact for coordinating with the Mobile Device Management Specialist in ordering, monitoring usage and disposing of mobile devices. The Mobile Device Coordinator must work with the Bureau of Purchasing and Contracts to determine the applicable contract.
- F. Official State Business – Any period of time in which members receive or are eligible to receive compensation for travel time or work time.
- G. Outlook Web Access (OWA) – Department-approved email client for installation on personal mobile devices. Connecting a personal device to the department email account must be approved through the chain of command.
- H. 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.
- I. 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.
- J. 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.

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#### 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.

#### 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 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.

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- 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 or mobile devices for personal use. This includes connecting a personal device to a department resource or mobile hotspot.
- F. Department-provided mobile 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.
- G. 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.