



ADMINISTRATIVE PROCEDURES

Procedure Number: 27-1Effective Date: 07/28/1997Revision Date: 09/28/2020

C. Duhe
County Administrator

SUBJECT: MOBILE DEVICES

DEPARTMENT RESPONSIBLE: All County Departments

I. PURPOSE

The purpose of this procedure is to provide criteria and the approval process for County-owned telephones, smart phones, and tablets (collectively referred to as mobile devices), with or without wireless, voice, or data capabilities, and in use by Pima County Participants. This procedure also sets guidelines for general use and monitoring of mobile devices. Elected Officials choosing not to participate within the scope of this procedure must have their own procedures and system(s) in place to address these requirements.

II. DEFINITIONS

- A. **APPOINTING AUTHORITY**: Includes Elected Officials and appointed Department Directors.
- B. **DEVICE RECIPIENT**: Participant to whom the mobile device is assigned.
- C. **MOBILE DEVICE**: A handheld portable device (telephone, smart phone, tablet, Mi-Fi, or Laptop) equipped to transmit voice and/or data, and is part of the Pima County Information Technology Program as specified in Board of Supervisors [\(BOS\) Policy D 27.1](#).
- D. **MOBILE DEVICE MANAGEMENT (MDM) SOLUTION**: A solution that provides security, management, monitoring, and support for mobile hardware, software, and content used by Pima County employees.
- E. **PARTICIPANT(S)**: Individuals afforded access to the Pima County Information Technology Program to include employees, contractors, volunteers, and other preapproved individuals subject to guidelines as set forth in [Administrative Procedure 27-4](#), *Information Technology Program*, and the associated annual acknowledgement requirement.
- F. **INFORMATION TECHNOLOGY DEPARTMENT (ITD) ONLINE SERVICE CATALOG**: An online catalog published for use by Pima County employees for the request and delivery of ITD services.
- G. **POINT OF CONTACT (POC)**: The POC for each department shall be the only individual(s) authorized by the Department Appointing Authority to submit Service Tickets for all departmental cellular needs. Each department should assign one primary POC and a secondary POC.

III. CRITERIA FOR ISSUANCE

Requests for assignment of mobile devices may be submitted only if the device recipient meets one of the following criteria:

- A. Level of Responsibility: Participant is employed at a level that requires he/she make significant policy determinations to support business objectives, such as a member of the Pima County Board of Supervisors (BOS), the County Administrator, an Appointing Authority or designee.
- B. Emergency Operations Response: Participant is deemed by his or her Appointing Authority to require access to a mobile device for emergency operations response purposes or has a job that requires continuous contact or immediate response to situations that threaten public or employee safety.
- C. Field Operations:
 - 1. Participant has direct responsibility for managing a field operation or a position that requires spending a significant amount of time in the field away from landline telecommunications and computer network, and receives a high volume of time-sensitive calls.
 - 2. Participant uses a mobile device that transmits data between the device and any aspect of the Pima County Information Technology Program.
 - 3. Participant is expected to be available for work duty on-call, whether during or outside normal business hours.
- D. Interim Assignment: Participant is an employee required to maintain communications with the County while away from the office. Mobile device may be temporarily assigned.
- E. Undercover Operations: Participant requires access for confidential or classified purposes (such as undercover operations associated with the Sheriff's Department or County Attorney's Office).
- F. Business Support: An Appointing Authority or designee has determined that Participant requires access to support business objectives.

IV. PROCEDURE

- A. Request to Assign a Mobile Device
 - 1. Participants who meet at least one of the aforementioned criteria and require a County-provided mobile device must complete and sign the Mobile Device Request/Return and Reassignment (MDRRR) form (Attachment A). A mobile device will not be assigned until this form has been completed and approved by the Chief Information Officer (CIO) or designee.
 - 2. A service request must be created in the Online Service Catalog with the signed MDRRR form as an attachment.
 - 3. Chief Information Officer (CIO) Approval:
 - a. If approved, the MDRRR form will be signed by the CIO or designee and processed within ITD for completion of the request.
 - b. Should the request be disapproved, the CIO or designee will indicate a reason on the form and will return it to the requesting employee's Appointing Authority or designee. The service request will be closed.
 - 4. Upon assignment and receipt of a mobile device that is new to the Participant, a Mobile Device Participant Usage Agreement (MDPUA) must be completed. The Sponsoring Department shall maintain the original Usage Agreement for a period consistent with the applicable records retention schedule. The Participant shall receive a copy for his/her records.
 - 5. The Sponsoring Department shall provide a completed Model Request form to the Finance and Risk Management Department, to process the invoice. (For security purposes, billing for telephones used in undercover operations will use account numbers in lieu of telephone numbers.) If an Appointing Authority determines an upgrade is required for a Participant, the Sponsoring

Department's POC may request the upgrade by completing Online Service Catalog request ticket, specifying the additional features to be provided.

Note: If the request is only for accessories such as a carrying case or device charger and there is no change to mobile device service being requested, accessories may be requested in an Online Service Catalog ticket without including this form.

B. Request to Return a Mobile Device when No Longer Needed

1. If the Sponsoring Department has determined that a Participant no longer meets one of the Criteria for Issuance for mobile device use, the Appointing Authority or department POC shall complete an Online Service Catalog request ticket.
2. The Sponsoring Department shall coordinate with ITD to ensure that the Participant's mobile device service is deactivated and the equipment is returned to ITD.
3. The Sponsoring Department shall notify the Finance and Risk Management Department of the deactivated mobile device by completing and submitting a Model Request form (see [Administrative Procedure 22-31](#)).

C. Request Reassignment of a Mobile Device

1. If a Department needs to reassign a mobile device to another eligible Participant, the MDRRR form must be completed and submitted to ITD through the Online Service Catalog.
2. The Sponsoring Department shall complete and submit a Model Request form to Finance and Risk Management per Administrative Procedure 22-31.
3. A (MDPUA) must be completed by the Participant prior to or at the time of receiving the mobile device that has been reassigned.

D. Lost or Damaged Equipment

1. Participants who have been assigned County-owned mobile devices are expected to protect their devices from theft, damage, abuse, and unauthorized use.
2. If a County-owned device is lost or stolen, the Participant shall notify the ITD Network Operations Center (NOC) by phone (+1(520)724-8471) as soon as practicable after it is determined that the device is missing. Upon notification, ITD will suspend the service, unless a County wide MDM solution has been implemented, at which point ITD will lock and disable the device.
3. A lost, damaged, or stolen device will be replaced a maximum of two times from date of activation. Appointing Authority approval is required as departmental funds will be utilized to purchase the replacement device. Further replacements must be approved by the Appointing Authority and the CIO or designee.
4. County employees who lose or damage their mobile devices, or if the device stolen, shall be responsible for the replacement costs of their mobile devices depending upon the age of the equipment as follows:

1 year or less	95%
2 years or less	67%
3 years or less	33%
Older than 3 years	0%
5. If a device is being returned due to damage it must be returned by the Participant to ITD with a completed MDRRR form noting the reason(s) for return on the form. A service request shall be submitted through the Online Service Catalog. Upon receipt of the service request and form, ITD will coordinate with the Participant and Sponsoring Department for a replacement device.

E. Personal Usage of a County Mobile Device

1. Mobile devices should not be subject to, or even appear to be subject to inappropriate usage as defined by BOS Policy 27.1.
2. Incidental personal use of a County provided mobile device is allowed per BOS Policy 27.1.
3. The Sponsoring Department's Appointing Authority or designee is responsible for monitoring the volume and type of cellular device calls made or received by a Participant. Copies of cellular device invoices for Participants are available for download from OnBase.

F. County Business Usage of a Personal Mobile Device

Participants' use of their personal mobile devices for County business is not allowed. However, the County recognizes that there may be extenuating circumstances, such as an emergency or personal safety issue, when an employee needs to make a business call or send/receive text messages on a personal mobile device. These calls should only be made when there is no alternative service readily available and immediate contact is necessary. The County will not reimburse an employee for business use of a personal phone that meets these criteria.

V. GENERAL PROVISIONS

- A. All mobile devices provided by the County remain the property of the County and shall be used **exclusively** for County business, except as noted above.
- B. For safety reasons and per [Administrative Procedure 30-11](#), Participants shall not use their mobile devices while driving a vehicle. In case of an emergency, Participants must exercise caution and safely park at the closest available parking space or curb before using the mobile device.
- C. Mobile device conversations are not always secure. Participants must consider the privacy and security of their location if the conversation may involve discussing sensitive and/or confidential information.
- D. Except for undercover or other confidential operations, voice mail greetings on County mobile devices should specify that the caller has reached an Elected Official or employee of Pima County, including name and title.
- E. Participants shall activate the electronic lock of the mobile device to deter unauthorized usage and access to information contained within the device.
- F. If a mobile device or service has not been properly authorized, is being used inappropriately, or if the Participant is not adhering to any other provision or requirement of this procedure, mobile device privileges shall be suspended immediately pending review.
- G. Network connectivity will utilize the device data plan (e.g., 4G/5G) service as a general rule. If there is an existing Pima County wireless connection available, the mobile device is expected to be attached to the wireless connection and used as appropriate. A County issued certificate will be placed on all County owned devices to ensure they will correctly authenticate to the County wireless network.
- H. Cell phone records including, but not limited to, historical usage requests shall be submitted by the Sponsoring Department Director, Appointing Authority, or their designee to the CIO directly.

VI. RESPONSIBILITY**A. Pima County Information Technology Department (ITD)**

1. ITD will contact a mobile device carrier that meets the needs specified in the MDRRR form and arrange for the acquisition of a mobile device and delivery to the Participant.

2. ITD is responsible for contacting the vendor for activating, deactivating, reassigning, and/or replacement of all County cellular services.
3. Based on the information provided in the MDRRR form, ITD will determine the type of mobile device, ancillary equipment, appropriate carrier, and monthly service plan to be assigned to the Participant. Acquisition of cellular service shall be for a commensurate level of service as authorized by ITD. When the level of usage is such that recurring costs can be reduced by using a more appropriate monthly service plan, the Sponsoring Department shall partner with ITD to coordinate a plan change with the service carrier.
4. ITD, in consultation with the Sponsoring Department, shall determine the type of mobile device that meets the requirements of the prospective user, taking into consideration the amount and type of use anticipated.
5. ITD will determine the need for special features and make an equipment recommendation/selection by authority of BOS Policy D 27.1. The prevailing guideline will be to acquire a mobile device that is of acceptable quality and meets the requirements of the user at the least cost to the County. ITD shall maintain an accurate inventory of all mobile devices.

B. Sponsoring Department

1. The Sponsoring Department shall provide the funding information on the Model Request form to the Finance and Risk Management Department, which shall process the invoice. (For security purposes, billing for telephones used in undercover operations will use an account number in lieu of a telephone number.)
2. Each Sponsoring Department shall keep an accurate inventory of all mobile devices assigned to their employees and shall identify whether a device is designated for confidential or classified purposes (such as undercover operations associated with the Sheriff's Department or County Attorney's Office). For security purposes, the Sheriff's Department and County Attorney's Office shall maintain an accurate inventory of phones used in undercover operations and make access available to the Auditors upon request.
3. Sponsoring Departments, in consultation with ITD, shall conduct annual reviews of device users to determine whether there is a continued need for the mobile devices based on Criteria for Issuance, and to validate that the general provisions regarding mobile device usage are being followed.
4. At the direction of the County Administrator, the Finance and Risk Management Department may periodically schedule reviews of mobile device usage records to ensure compliance with this procedure and its provisions. Finance and Risk Management may request that a department (with assistance from ITD if required) review mobile device plans to ensure that the plans best serve the needs of the County and the Department.
5. The Sponsoring Department shall maintain the original MDPJA. The Participant shall receive a copy for his or her records.

C. Participant

1. Participant is responsible for conforming to the provisions set forth in BOS Policy D 27.1 and Administrative Procedure 27-1 in their entirety, including the Participant's financial responsibility for lost or damaged equipment.
2. Participants shall not use their mobile devices while driving a vehicle. In case of an emergency, participants must exercise caution and safely park at the closest available parking space or curb before using the mobile device.
3. Participant understands that mobile device conversations are not always secure and must consider the privacy and security of their location if the conversation may involve discussing sensitive and/or confidential.
4. Participants who have been assigned a County owned mobile device are expected to protect their device from theft, damage, abuse, and unauthorized use.

-
-
5. Upon assignment and receipt of a mobile device that is new to the Participant, a MDPUA must be completed. The Sponsoring Department shall maintain the original Usage Agreement for a period consistent with the applicable records retention schedule. The Participant shall receive a copy for his/her records.

References: Board of Supervisors Policy D 27.1
Administrative Procedure 22-31
Administrative Procedure 27-4
Administrative Procedure 30-11

ATTACHMENT A



Mobile Device Request/Return/Reassignment (MDRRR)

DEPARTMENT: _____ CARRIER: _____ LINE #: _____

RECIPIENT: _____ EIN #: _____

RECIPIENT POSITION: _____

CRITERIA FOR ISSUANCE/REASON FOR PHONE: _____

CHECK HERE IF MOBILE DEVICE WILL BE USED FOR UNDERCOVER OPERATIONS

✓	REQUEST TYPE (CHECK ALL THAT APPLY)	
	Request for new service	
	Upgrade existing service	Reason: _____
	Upgrade existing device	Reason: _____
	Return/Deactivation of device	Reason: _____
	Reassignment of device Name of Previous User: _____	
✓	DEVICE TYPE	✓ SPECIAL FEATURES (CHECK ALL THAT APPLY)
	Standard cellular phone	Push to Talk Capability Reason: _____
	Smart Phone <input type="checkbox"/> Android <input type="checkbox"/> Apple <input type="checkbox"/> Other: _____	Other: Reason: _____
	Tablet	
	USB Air Card	
	Mobile Wi-Fi hot spot	
Estimate talk usage per month: _____ minutes/month <ul style="list-style-type: none"> • Monthly talk minutes will be pooled with other devices within the same department. • Voice calls to devices within the same plan have free talk minutes. 		
**Identify any additional features, accessories, and/or services needed that aren't noted above:		

** Unless otherwise specified, ITD will order devices offered at lowest promotional price from carrier.

RECIPIENT SIGNATURE: _____

DATE: _____

DEPT APPOINTING AUTHORITY APPROVAL: _____

DATE: _____

CIO APPROVAL: _____

DATE: _____



PIMA COUNTY
INFORMATION TECHNOLOGY

Mobile Device Participant Usage Agreement

(Mobility Acceptable Use Policy)

1. Participant recognizes mobile devices are an integral part of the Pima County Information Technology Program as described and governed in Board of Supervisors (BOS) Policy D 27.1. All communication equipment provided by the County and content therein remains the property of the County and shall be used exclusively for County business, except as noted in this procedure. This includes aspects of the contract between the carrier and Pima County, such as the line number.
2. Participant agrees to conform to the provisions set forth in BOS Policy D 27.1 and Administrative Procedure 27-1 in its entirety, including the Participant's financial responsibility for lost or damaged equipment.
3. Personal use of a County provided mobile device is not allowed per BOS Policy 27.1
4. If a mobile device or service has not been properly authorized, is being used inappropriately, or if the Participant is not adhering to any other provision or requirement of this procedure, he/she may have mobile device privileges suspended pending review by the ITD CIO or Appointing Authority of the department.
5. Participant understands that outgoing calls on mobile devices should never be made in a County facility where a County phone (land line) is available.
6. Participants shall not use their mobile devices while driving a vehicle. In case of an emergency, Participants must exercise caution and safely park at the closest available parking space or curb before using the mobile device.
7. Participant understands that mobile device conversations are not always secure and must consider the privacy and security of their location if the conversation may involve discussing sensitive and/or confidential.
8. Except for undercover or other confidential operations, Participant shall set up voice mail greetings on County mobile devices to specify that the caller has reached an Elected Official or employee of Pima County.
9. Participants shall activate the electronic lock to deter unauthorized usage and access to information contained within the device.

I have read AP 27-1, *Mobile Devices*, and agree to the terms as presented in this agreement.

Participant Name: _____ Department: _____

Participant Signature: _____ Date: _____

Participant Work Telephone Number: _____ EIN (if applicable): _____

Original – Department
Copy – Participant

Please Note: A new agreement must be completed each time a new Mobile Device is provided to a Participant.