

ILLINOIS STATE POLICE DIRECTIVE ADM-019, WIRELESS VOICE/DATA COMMUNICATIONS EQUIPMENT

RESCINDS: ADM-019, 2008-012, revised 01-16-2008.	REVISED: 11-20-2008	Signature Copy
RELATED DOCUMENTS: None	DISTRIBUTION: All employees maintaining an ISP Directives Manual Office/desk copy	
RELATED CALEA STANDARDS: None		

I. POLICY

The Illinois State Police (ISP) will:

- I.A. Within guidelines of the Illinois Department of Central Management Services (CMS), provide for and assign, where needed, the most cost effective wireless voice/data communications capabilities in support of department operations.
- I.B. Establish, manage, and maintain written policy for acquiring, distributing, issuing, and using all wireless voice/data communications equipment.
- I.C. Regularly monitor billing and use of wireless voice/data communications equipment to ensure equipment necessity and policy compliance.
- I.D. Prohibit agency users in possession of a department-owned wireless device from using the device for data communication (i.e. text messaging or sending/receiving email, etc.) while driving a department-owned vehicle. This does not include using an MDC device to query a law enforcement data system.
- I.E. Prohibit agency users in possession of a department-owned wireless device from using the device for data communication (i.e. text messaging or sending/receiving email, etc) while driving a personally-owned vehicle.
- I.F. Require agency users in possession of a department-owned wireless device to maintain hands-free voice communications (such as using an earbud) while driving a department-owned or personally-owned vehicle.
- I.G. Prohibit agency users in possession of a personally-owned wireless device from using the device for data communication (i.e. text messaging or sending/receiving email, etc.) while driving a department – owned vehicle.
- I.H. Require agency users in possession of a personally-owned wireless device to maintain hands-free voice communications (such as using an ear bud) while driving a department-owned vehicle.
- I.I. Prohibit the use of IWIN computers, cell phones, or other devices during a Code 2, Code 3, or Code Red response in accordance with ISP directive OPS-081, "Emergency Response Driving."

II. DEFINITIONS

- II.A. Telecommunications liaison – an individual assigned by the commander of a specific work location to work directly with staff from the Telecommunications Section, Communications Services Bureau (CSB), Division of Administration (DOA), regarding wireless equipment/service acquisitions, and/or resolutions to related wireless issues.
- II.B. Wireless voice/data communications equipment - any device capable of transmitting and receiving voice or data communications without plugging into a wired land-based phone network. For the purpose of this directive such equipment will include: pagers, cellular telephones, Blackberry devices for voice and/or data, and air cards.

III. RESPONSIBILITIES

- III.A. The appropriate Commander/Bureau Chief/Lab Director, or designee, of any entity to which wireless voice/data communications equipment is issued will:
 - III.A.1. Ensure the instrument is properly used, maintained, and available for assignment to subordinates on a priority need basis.
 - III.A.2. Annually review all equipment assignments to determine if continued issuance of the equipment is justified.
 - III.A.3. Advise the Telecommunications Liaison if the wireless voice/data communications device is to be reassigned to another employee, transferred to another work unit, or canceled.
 - III.A.4. Ensure all equipment is accounted for as directed in directive ADM-128, "Property Control."
 - III.A.5. Review and certify the accuracy of wireless bills on the monthly Communications Revolving Fund billings received from CMS. Certification will be verified by signature or initials of the individual reviewing the bills.
 - III.A.6. Ensure that when misuse of wireless equipment (whether personally-owned or department-issued) by an employee is demonstrated, appropriate disciplinary action is taken. This may include equipment with camera/video capability as well as future equipment developed through new innovations in wireless technology.
- III.B. The Telecommunications Liaison will:
 - III.B.1. Coordinate all requests with the CSB.
 - III.B.2. Coordinate equipment transfers with the Telecommunications Liaison receiving the transferred equipment.
 - III.B.3. Notify CSB of any reassigned or transferred equipment within 30 days of the transaction and indicate the receiving Telecommunications liaison has approved the transaction.
 - III.B.4. Within 30 days of an employee leaving the Department, request a name change on equipment inventoried under his/her name if such equipment is being held for reassignment at a later date.
 - III.B.5. Ensure equipment being held longer than 30 days for reassignment has the approval of the appropriate Colonel.
 - III.B.6. Ensure when returning equipment that all information entered into the device (i.e. directory information) is removed.

IV. PROCEDURES

- IV.A. Acquisition of wireless voice/data communications devices or associated equipment will be in accordance with CMS telecommunications guidelines.
- IV.B. It is recommended that users employ the use of personal identification numbers (PIN) to guard against cellular "cloning." Wireless voice/data devices (i.e., Blackberry devices) will make use of the "password" feature to prevent unauthorized access of data information.
- IV.C. Prohibitions and restrictions on usage, record keeping, and reporting requirements applicable to other types of telephone systems, instruments, and service are applicable to wireless equipment and usage.
- IV.D. Use of wireless voice/data communication instruments

- IV.D.1. Wireless voice/data communications equipment will be assigned to, and remain in the possession of, the employee(s) most in need of the communication capability at any given time and are considered instruments that can be reassigned at any time in the Department's best interest. This equipment will be issued, as needed, to:
 - IV.D.1.a. Senior command (Commanders, Bureau Chiefs, Lab Directors, and above).
 - IV.D.1.b. Personnel whose immediate response to calls helps the Department achieve its mission and goals.
 - IV.D.2. The use of issued wireless communication equipment for data communication (i.e., text messaging or sending/receiving email) while driving a department-owned or a personally-owned vehicle is prohibited.
 - IV.D.2.a. Using wireless communication equipment means typing and/or transmitting text communication or reading text communication while the vehicle is in motion.
 - IV.D.2.b. The use of IWIN mobile data computers (MDC) while driving a department-owned vehicle is permitted if the MDC is required to conduct an inquiry into a law enforcement database system and the officer is not responding to a Code 2, Code 3, or Code Red call.
 - IV.D.3. The use of issued wireless communication equipment for voice communication while driving either a department-owned or a personally-owned vehicle is permitted only when the device is used with a hands-free listening device technology, such as an earbud, approved or provided by the Department. Officers may not use wireless communication equipment for voice communication while on a response code (see ISP directive OPS-081).
 - IV.D.4. Cellular telephone users are to be cognizant of possible monitoring of airwaves by persons with scanners.
- IV.E. Personally-owned wireless communication devices
- IV.E.1. Personal use of a personally-owned wireless communications device while on duty must be limited to a reasonable amount.
 - IV.E.1.a. The use of a personally-owned wireless communication device may not negatively affect the individual employee's work productivity or ability to effectively complete their duties.
 - IV.E.1.b. Excessive or improper personal use of an employee's personally-owned wireless devices may lead to the termination of approval for use of the equipment while on duty and could lead to disciplinary action.
 - IV.E.2. Users of personally-owned or non-state owned Blackberry devices will not be granted connection to the ISP network unless prior approval is granted by the Director's Office.
 - IV.E.3. Except as provided for in labor relations agreement(s), the Department will not provide repair or replacement should the personally-owned equipment be lost, stolen, or damaged.
 - IV.E.4. The use of a personally-owned wireless communication device for data communication while driving a department vehicle is prohibited.
 - IV.E.5. The use of a personally-owned wireless device for voice communication requires the use of a hands-free device (such as using an ear bud) while driving a department vehicle.
- IV.F. Service and repair/replacement/upgrade
- IV.F.1. Requesting new wireless equipment/services
 - IV.F.1.a. CSB will coordinate all requests for wireless equipment/services with CMS. All requests for services/equipment will be directed to the CSB through the Telecommunications Liaison.

- IV.F.1.b. Lieutenant Colonels, Commanders, Bureau Chiefs, Lab Directors, and above, and supervisors of entities who believe their responsibilities meet the criteria and who wish to obtain cellular/data communications equipment, will contact their respective Telecommunications Liaison who will:
- IV.F.1.b.1) Contact CSB to determine the content, form, and type of documentation needed by the requesting entity and CMS.
 - IV.F.1.b.2) Submit the required documentation, statements, and/or evidence of operational need through the chain of command to the appropriate Colonel for approval.
- IV.F.1.c. Colonels will review the new activation request documentation and, if approved, send the justification for the need and any accompanying documentation to the Director's Office for approval. Colonels will return all documentation to their Telecommunications Liaison.
- IV.F.1.d. Telecommunications Liaisons will forward approved new activation requests and any accompanying documentation to CSB.
- IV.F.1.e. CSB will:
- IV.F.1.e.1) Review the request and ensure required documentation is included, as well as the Director's approval.
 - IV.F.1.e.2) Forward all approved requests to CMS for processing.
 - IV.F.1.e.3) Return requests not approved through the respective Colonel.
 - IV.F.1.e.4) Inventory new Blackberry devices prior to dissemination.
- IV.F.1.f. Telecommunications Liaisons will notify CSB when wireless equipment requires replacement because such equipment is considered defective.
- IV.F.1.f.1) Telecommunications Liaisons will acquire the respective Colonel's approval to replace equipment with similar equipment costing less than \$75.
- NOTE:** Each respective Colonel will determine approval authority for his/her Division.
- IV.F.1.f.2) Colonels will review replacement requests costing more than \$75 and, if approved, obtain the Director's approval for replacing equipment.
 - IV.F.1.f.3) The Colonel will return all documentation to their Telecommunications Liaison.
 - IV.F.1.f.4) Unless a phone is defective, it will not be eligible for an upgrade until it has been in service for at least two years unless the upgrade is approved by the Director's Office.
- IV.F.1.g. Telecommunications Liaisons will forward approved replacement requests and any accompanying documentation to CSB.
- IV.F.1.h. CSB will review the request and process the replacement accordingly.
- IV.F.1.i. The respective Colonel's office will obtain the Director's approval for requests to upgrade equipment in service less than two years, regardless of the cost.
- IV.F.1.j. Requests to upgrade equipment in service more than two years are subject to the \$75 replacement procedures.

IV.F.2. Requesting a paging instrument

- IV.F.2.a. All requests will be initiated by the Telecommunications Liaison to CSB. CSB will coordinate all requests for paging equipment with CMS.
- IV.F.2.b. Lieutenant Colonels, Commanders, Bureau Chiefs, Lab Directors, and above, and supervisors of entities who believe their responsibilities meet the criteria and who wish to obtain paging equipment will contact their respective Telecommunications Liaison who will:

- IV.F.2.b.1) Contact CSB to determine the content, form, and type of documentation needed by the requesting entity and CMS.
 - IV.F.2.b.2) Prior to submitting the request to CSB for processing, ensure approval is obtained in accordance with that Division's policy regarding pager acquisition.
 - IV.F.2.c. CSB will, upon review and assurance of proper documentation and approval, forward the request to CMS for processing.
 - IV.F.2.d. Defective pagers can be returned to the appropriate vendor for replacement by the user, or CSB can be involved in the replacement process.
- IV.G. Lost, stolen, or damaged equipment
 - IV.G.1. Sworn personnel must complete a Field Report, form ISP 5-48 (available from the ISP Document Library at <http://maphome/documentlibrary/>), for all lost, stolen, or damaged equipment. Code personnel must complete a memorandum. The Field Report or memorandum will be forwarded through the chain of command to the respective Colonel.
 - IV.G.2. The appropriate Colonel will (in accordance with labor agreements) determine if the user is negligent and thus responsible for the cost to replace the equipment, or non-negligent and therefore not financially responsible. The determination of culpability, along with accompanying documentation, will be forwarded to CSB. CSB will not replace the equipment until this determination is received unless the provisions of paragraph IV.G.4.b. are invoked.
 - IV.G.3. If restitution is required, the CSB will forward the necessary form(s) to the employee/supervisor.
 - IV.G.3.a. The necessary form(s) are then returned to CSB with the check or identification of another payment option (sworn only).
 - IV.G.3.b. Colonels will acquire a Personnel Complaint (PC)/Personnel Complaint Referral (PCR) number from the Division of Internal Investigation (DII) if appropriate.
 - IV.G.4. Whenever a state-owned cellular phone, Blackberry device, air card, or pager is reported lost, stolen, or damaged during normal business hours, the Telecommunications Section of CSB is to be notified immediately. The Telecommunications Section will:
 - IV.G.4.a. If determined appropriate, notify CMS to cancel/suspend the service.
 - IV.G.4.b. If determined necessary for operational need, replace equipment in accordance with CSB policy prior to receiving the determination of culpability from the respective Colonel.
 - IV.G.4.c. Notify the ITC Help Desk (during business hours) to cancel the ISP network connection on a Blackberry device.
 - IV.G.5. During non-business hours:
 - IV.G.5.a. The user will notify the Springfield Communications Center at 217/786-6677.
 - IV.G.5.b. If possible, the Springfield Communications Center will contact a CSB Telecommunications Coordinator.
 - IV.G.5.c. The Telecommunications Coordinator, or Springfield Communications Center, will notify the ISB Help Desk to cancel the ISP network connection on a Blackberry device.
 - IV.G.5.d. If determined appropriate, the Telecommunications Coordinator or the Springfield Communications Center will contact CMS at (800)366-8768 to suspend/cancel the service.
- IV.H. Billing Procedures
 - IV.H.1. The cost center manager, or designee, will:

- IV.H.1.a. Review and certify, through signature verification, the accuracy of the charges for service on the monthly Communications Revolving Fund billing received from CMS.
 - IV.H.1.b. Report any discrepancies in billing through his/her respective Telecommunications Liaison to CSB.
 - IV.H.1.c. Ensure CMS billing is reviewed by all supervisors for accuracy and suspected abuse, including calls of twenty minutes or more and repetitive calls to unrecognized numbers. The supervisor and/or calling employee will certify through signature any calls in question.
 - IV.H.1.d. Ensure payment of the Communications Revolving Fund bill either by petty cash or C-13 voucher.
 - IV.H.1.e. Route any billing questions and all credit adjustment requests through the Telecommunications Liaison to CSB.
 - IV.H.1.f. Ensure an accurate inventory of all assigned cellular telephones, Blackberry devices, air cards, and pagers is maintained.
 - IV.H.1.g. Review telephone billing statements for policy compliance and accuracy.
- IV.H.2. Supervisors will, after review of the employee's telephone bill, determine if telephone abuse is occurring.
- IV.H.2.a. If the suspected abuse has occurred, the supervisor will notify the Colonel by written memorandum through the chain of command.
 - IV.H.2.b. All substantiated abuse will result in corrective action that may include reimbursement and discipline.
 - IV.H.2.c. Reimbursement will be processed through the appropriate Colonel to the Fiscal Management Bureau, DOA.
 - IV.H.2.d. Reimbursement will be in accordance with CMS telecommunications guidelines and will be payable to the ISP.



By Order of: Larry G. Trent
Director

-End of Directive-