

1.1.C.14 Staff Allowance for Use of Personal Remote Access Devices

I Policy Index:



Date Signed: 02/23/2021
Distribution: Public
Replaces Policy: None
Supersedes Policy Dated: 02/25/2020
Affected Units: All Units
Effective Date: 02/23/2021
Scheduled Revision Date: February 2022
Revision Number: 8
Office of Primary Responsibility: Director of Budget & Finance, and DOC Administration

II Policy:

The Department of Corrections (DOC) may provide allowance to approved staff members for personal cellular communication plans that support a staff owned Remote Access Device (RAD) that used by the staff member to conduct DOC business.

III Definitions:

Personally Identifiable Information (PII):

Data that includes information that identifies a person by name or by government-issued identification numbers including Social Security, driver's license and passport numbers. It also includes data that can be used to distinguish an individual's identity, such as a name, social security number, date and place of birth, mother's maiden name, or biometric records. PII also includes financial account information, including account number, credit or debit card numbers, or protected health information (PHI), educational, or employment data relating to a person.

Remote Access Device (RAD):

Includes smartphones such as BlackBerry, iPhones, Androids; mobile computing devices such as iPads and notebooks; and other non-state workstations or any other internet capable computing device that is mobile or outside the management of the Bureau of Information Technology (BIT).

IV Procedure:

1. Allowance for Use of a Personal RAD:

- A. Requesting allowance for the use of a personal RAD and its corresponding cellular communication/date plan/contract to conduct state business is strictly voluntary and the sole responsibility of the requesting staff member.

- B. Staff members who have been issued a DOC owned RAD are not eligible for allowance for use of a personal RAD to conduct state business.
- C. The DOC shall approve an allowance amount which shall be issued to approved staff to defray costs of supporting a personal RAD with cellular communication service that is used to conduct DOC business
- D. The DOC will review the allowance annually. Maximum allowance amounts issued by the DOC to staff shall be adjusted based on the negotiated contract rate set by the Bureau of Information and Telecommunications for state smart phone/RAD services.
- E. The monthly allowance amount may not exceed the amount incurred by the DOC for department owned/issued RADs and the corresponding cellular communication plans.
 - 1. The allowance amount issued to staff for each month may not exceed the actual cost of that portion of the staff member's communication/data plan providing service to the staff owned RAD.
- F. Staff requesting allowance must submit a state expense voucher and a copy of the cellular communication bill to the DOC business office as directed. Documents must include the total cost of providing cellular communication service to the personal RAD.

2. Staff Responsibilities:

- A. Staff requesting allowance are responsible for obtaining a cellular communication plan and the RAD device meets the required level of service defined by Bureau of Information and Telecommunications (BIT) and the DOC. The RAD and its supporting plan must be compatible with the DOC's required technical specifications.
 - 1. The DOC will not reimburse or otherwise pay for any costs associated with "upgrades" or other non-essential changes to a staff member's cellular communication plan or personal RAD.
 - 2. The DOC may block any RAD from accessing the DOC data system if the device falls out of compliance, is not in good working order, or fails to meet the minimum technical specifications/requirements set by the DOC and/or BIT.
 - 3. All RADs are at risk of attack from spyware, malware and other security breaches. To protect data stored within the RAD and data systems the RAD may access, staff will ensure the device's anti-malware software is enabled and up-to date.
 - 4. Staff will not use the RAD to access private or confidential data from the state computer system/databases, unless the staff member has proper authority and accessing such data is reasonably required for the staff member to perform their assigned duties. The staff member shall be responsible for protecting the security of private or confidential data accessed.
 - 5. To protect the confidentiality of any individual's personally identifiable information (PII) which may be transmitted to or from a personal RAD, staff should ensure the communication containing PII is secured or encrypted. If large amounts of PII must be transmitted, or highly sensitive or confidential information is included in the transmission, this information/communication should not be sent to or by a RAD.

- B. Staff must read the BIT Remote Access Device policy and complete the BIT Remote Access Device or Mobile Device Form (See [Attachment 1](#)) before being eligible to receive allowance. Staff members are not required to complete the form if the personal RAD will only be used to send or receive telephone calls.
- C. If a staff member receives an allowance for the use of a personal RAD to conduct DOC business, they must provide DOC with the telephone number assigned to the RAD.
 - 1. Staff must notify their supervisor within five (5) working days of activation if the telephone number assigned to the device changes.
- D. Staff are personally responsible for complying with the provider's cellular communication service contract/plan supporting the RAD.
 - 1. In the event that a staff member leaves the job position that qualified for the allowance, or the staff member terminates employment with the DOC, that person will remain responsible for all contractual obligations, fees and costs of the personal cellular communication plan assigned to the device and the RAD after separation from DOC.
 - a. Staff are responsible for all costs and fees associated with a change or cancellation to their personal cellular communication plan that may be due to the provider.
 - b. Staff will not be reimbursed for the month in which they separate employment with the DOC. The DOC will not issue partial allowances.
 - 2. Staff are responsible for direct payment to the cellular communications provider for all service charges, penalties and fees, including state and federal taxes. This includes any amount due that exceeds the allowance amount.
- E. Staff must notify their supervisor within twenty-four (24) hours of the inactivation or termination of a personal cellular communication service contract/plan supporting a personal RAD.
 - 1. Staff are required to notify their supervisor and BIT Help Desk if a personal RAD used to conduct state business is lost or stolen.
 - a. Staff must change the active directory password of the RAD immediately.
 - b. Staff may be required to notify the cellular company providing service to the RAD to have the device remotely wiped, i.e. erasing all DOC data and applications stored on the RAD or accessible through the RAD or deactivated.
- F. Staff are responsible for backing up personal data/content stored on the RAD.
 - 1. If a security breach occurs involving a personal RAD, the staff member may be required by BIT/DOC to surrender the RAD to have it wiped and returned to original factory settings. DOC is not responsible for personal data that is lost through the reset process.
 - 2. BIT/DOC is not responsible for performing maintenance or updates on personal RADs.

3. Staff will take necessary, reasonable steps to secure the RAD and all DOC data/information and communication accessible through the RAD from theft, loss or unauthorized access.
 4. The DOC is not responsible for any damage caused by the inappropriate use of a personal RAD by the owner or others. This includes all adverse effects resulting from the intentional or unintentional actions of unauthorized users. Staff must ensure the RAD is always password secured when not in use.
 5. Staff are required to immediately notify their supervisor and BIT Help Desk if there is evidence to support the RAD has been used by an unauthorized person to access DOC data, personal identifiable information (PII) or other confidential information; including any possible compromise of data or information through inappropriate or unintentional access, use or disclosure.
 6. Any staff member who is determined to have tampered with or removed any private or confidential data without authorization, divulged private or confidential data to unauthorized persons for unauthorized purposes, or accessed private, confidential or PII for unauthorized purposes from a RAD may be subject to disciplinary action (See DOC policy 1.1.C.12 [Staff Use of State Computer Equipment and Technology](#)).
 7. The DOC is in no way responsible for personal RADs that are damaged, lost or stolen, including during the commission of DOC business.
- G. In the case that an e-discovery request or other legally mandated search of a RAD cannot be fulfilled remotely through the state server by BIT/DOC, the staff member may be required to surrender the RAD to the appropriate authorities.
1. Use of a staff owned RAD to send or receive state/DOC electronic communications could result in the creation of a public record which is discoverable under a court order. Any data or information contained within the personal RAD may be ordered to be disclosed and made public.
- H. Upon termination of employment with the DOC, staff may be required to demonstrate to their supervisor that all state-owned data has been removed from the staff owned RAD.
- I. All DOC policies related to conduct of staff, code of ethics, and staff use of state technology or mobile communication devices shall apply to staff's use of a personal RAD used to conduct DOC business.

3. Eligibility and Approval:

- A. Staff may only receive allowance for a cellular communication service supporting a personal RAD that meets the minimum compatibility criteria set forth by BIT and the DOC.
- B. The staff member must be approved to use a personal RAD for DOC business in lieu of being issued a state-owned RAD. Supervisors shall consider the following:
 1. The staff member's job responsibilities require immediate and direct accessibility/response that cannot be accommodated by another device, e.g. landline telephone or computer.

2. The staff member's job responsibilities require a high degree of mobility during work hours such that the staff member cannot be reached in a timely manner at their primary workstation.
 3. The staff member's job responsibilities require ready accessibility and response during non-business hours.
- C. If the staff member meets one or more of the above criteria, the supervisor may approve the staff member to be eligible to use a personal RAD to conduct DOC business. Approved requests will be forwarded to the Warden, Director, Secretary, Director of Operations or designees for final approval. The DOC business office must be notified of all approved allowances.
- D. Staff approved by their supervisor to connect to the state email system must complete the RAD form (See [Attachment 1](#)) and electronically submit this to BIT.
- E. The supervisor or staff member is responsible for notifying the DOC business office if a staff member is no longer eligible to receive an allowance.

4. Right to Withdraw:

- A. Receipt of a DOC issued allowance for a staff member's cellular communication service is not an entitlement and is not part of a staff member's salary. The amount the staff member receives is an allowance, not a reimbursement and is taxable.
- B. Participation in the agreement to receive allowance for use of a personal RAD for DOC business may be withdrawn at any time by either party.

5. Standards:

- A. Institutional accounting system operations will be structured to indicate the current status of appropriations and expenditures based upon information and reports from the South Dakota Accounting System (SDAS).
- B. Procedures associated with such allowances will comply with regulations as prescribed by the Bureau of Finance and Management (BFM) and the Office of the State Auditor.

V Related Directives:

DOC policy 1.1.C.12 [Staff Use of State Computer Equipment and Technology](#)

BIT policy [Remote Access Device \(RAD\) or Mobile Device Policy](#)

VI Revision Log:

March 2013: New policy

April 2014: Added "to the DOC business office each month. Only one month can be claimed on each expense voucher." in Section 1 F.

March 2015: Reviewed with no changes.

February 2016: Added "a portion of" in Section 1 C. Added "Rates of reimbursement issued by the DOC are adjusted based on the current contract rate negotiated and set by the Bureau of Information and Telecommunications for state smart phone services" in Section 1 D. Deleted reference to "reimbursement" and Replaced with "allowance".

December 2016: Changed the title of the policy and removed reference to "reimbursement" and Replaced term with "allowance". Other changes to sections 1-3.

May 2018: Changes to language and structure.

February 2019: Reviewed with no changes.

February 2020: Reviewed with no changes.

February 2021: Deleted "Operations" and Replaced with "Budget and Finance" for the Office of Primary Responsibility located in the Policy Index. Added Personally Identifiable Information definition. Deleted "mobile communication devices" and Added "mobile computing devices such as iPads and notebooks; and other non-state workstations or any other internet capable computing device that is mobile or outside the management of the Bureau of Information Technology (BIT)" to the Remote Access Device (RAD) definition. Added "the BIT Remote Access Device policy" and "form" in reference to Attachment 1 in Section 2 B. Revised Section 2 C for readability. Deleted "the DOC" and Replaced with "their supervisor" in Section 2 C 1. Added "after separation from DOC" in Section 2 D 1. Deleted "the DOC" and Replaced with "their supervisor" in Section 2 E 1. Deleted "the DOC" and Replaced with "their supervisor" in Section 2 F 5. Deleted "untential" and Replaced with "unintentional" in Section 2 F 5. Deleted "and/or data and information contained within" from Section 2 G. Deleted "DOC/BIT" and Replaced with "their supervisor" in Section 2 H. Added "BIT policy *Remote Access Device (RAD) or Mobile Device Policy*" to the Related Directives. Updated Attachment 1.

Mike Leidholt (original signature on file)

Mike Leidholt, Secretary of Corrections

02/23/2021

Date

Attachment 1: Remote Access Device (RAD) or Mobile Device Form

Go to the BIT ServiceNow site to review the [BIT RAD policy](#) and submit the [RAD form](#)

The screenshot shows the BIT ServiceNow interface for the Remote Access Device (RAD) form. The breadcrumb trail is: Home > Service Catalog > IT Requests > Remote Access Device (RAD). The form title is "Remote Access Device (RAD)" with the subtitle "Request for access to state data through a mobile device." On the left is a blue smartphone icon. The main text states: "By submitting this form, the RAD user confirms that the RAD Policy has been read and agreed to including all terms, conditions, and limitations." Below this, it says: "When this form is used for enrolling a device into the state's mobile device management system, please note:" followed by a bulleted list: "• The automation of the form processing requires that the user of the device submit this form. For a shared device, the person primarily responsible should submit the form." "• Submitting a RAD form for every device is important. Different devices can have different procedures, and BIT needs to be aware of hardware changes in order that the correct instructions are provided." "• Wait to submit the form until you have received the mobile device so that all information is available." "• Once the form has been submitted, wait for additional instructions to arrive from BIT Service Desk." A note follows: "Note: Use of remote access devices manufactured by Huawei Technologies Company or ZTE Corporation, or any of their subsidiary or affiliate entities to connect to the State network is not allowed." At the bottom, it says: "By filling out the information below and selecting Submit, a copy will automatically be generated and emailed to your supervisor who in turn needs to respond with approval for the process to continue." The form fields are: "Device Ownership" with radio buttons for "State" and "Personal"; "Device Utilization" with radio buttons for "Dedicated - Used by one individual" and "Shared - Used by multiple individuals"; "RAD Type/Model" with a dropdown menu showing "-- None --"; "RAD Carrier" with a dropdown menu showing "-- None --"; and "RAD Cell Phone Number" with a text input field containing the placeholder "(###) ###-####".