
CITY OF ANAHEIM PUBLIC UTILITIES DEPARTMENT ORDER

151 - ISSUANCE AND USE OF MOBILE TECHNOLOGY

I. BACKGROUND

Department Order (D.O.) 151 establishes the Department's policies and procedures for determining when to issue mobile communication devices to Department employees, and for the appropriate use of mobile communication devices once issued. This includes, but is not limited to, cell phones, smart phones, tablets, and air cards.

II. APPLICABLE REGULATIONS

Department Order 151 complies with the City's rules and practices regarding the use of technology and communications equipment, including

- Administrative Regulation 155 – Information Services Technology Use Policy
- Administrative Regulation 400 – Operation of City Vehicle/Equipment/Materials
- Administrative Regulation 410 – Use of Office Communication Equipment

III. ISSUANCE AND DETERMINATION OF NEED

A. Initiating Request to Issue Mobile Technology

1. Requesting employee responsibility
 - a. Notify your immediate manager of the need for a mobile technology device, including the business justification and intended purpose.
 - b. Present documentation and/or examples of the need for regular use of a mobile device. Occasional or intermittent use of a personal device for convenience is not a sufficient justification.
 - c. Fill out and review mobile technology request form.
2. Immediate supervisor responsibility
 - a. Verify the business justification for the intended purpose.
 - b. Denied requests should be immediately communicated to the requesting employee.
 - c. Valid requests should be signed and forwarded to your appropriate Assistant General Manager for final approval.
 - d. Semi-annually request and review call logs of mobile phone devices to verify that devices are used for business needs. Personal use of mobile phone devices shall require reimbursement to the City.
 - e. Review all devices and verify the business justifications for the workgroup annually or during the upgrade of the device. Those devices that are no longer deemed to be justified or due to employee separation shall be turned into the technology group.
3. Assistant General Manager responsibility
 - a. Verify that adequate funds and budget line are available for mobile devices
 - b. Verify that proper supporting information is included with sufficient justification and context that addresses a business need or necessity.
 - c. If denying the request, notify the requesting employee.
 - d. If approving the request, forward the approval to the technology group contact for issuance of the device.
4. Technology Development Manager (or designee) responsibility
 - a. Review the request and recommend appropriate device and service plan options. Verify compatibility with other Department technology platforms, where appropriate, and ensure that device selection is not strictly for personal preference.
 - b. Annually review, prepare and monitor technology budget and all devices in the Department to verify the business justifications. Conduct workgroup audits as part of the annual review process, or as requested by the General Manager.
 - c. Retain a copy of the approval form for tracking purposes, and forward a copy of the signed form for inclusion in the employee personnel file.

- d. Establish technology upgrade schedule and procedures.

B. Consideration of Business Need or Necessity

The following factors constitute a business need or necessity for the use of mobile technology:

1. Employee works in a field classification or otherwise spends the majority of their work time away from a work station, and requires regular phone use, and/or email access, and/or access to City communication or information systems.
2. Employee is regularly on call or on standby after hours, and is required to respond to communications outside of normal work hours.
3. Mere convenience or employee preference does not constitute a need or necessity.

IV. MOBILE TECHNOLOGY USE

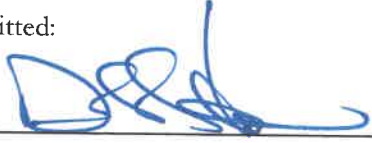
- A. All equipment owned by the City is to be used only by City employees who are familiar with the equipment and have been properly trained in its use.
- B. Mobile devices shall not be used while operating a vehicle.
- C. Under some circumstances, communications sent by e-mail or voicemail may be subject to public disclosure under the Public Records Act or by litigation. See AMC Section 1.10.070 regarding electronic communications.
- D. Personal use of city resources that interferes with employee performance; interferes with city business; is illegal, unethical, sexual, or prejudicial in nature; disseminates confidential information; is intended for personal monetary gain or personal political purposes, is strictly prohibited.
- E. The final choice of equipment is at the sole discretion of the Department, and all equipment will be paid for by, and remain the sole property of, the Department. Employees will not be permitted to pay personally for upgraded devices or services.
- F. All mobile systems, equipment, hardware, software, temporary or permanent files, data, electronic mail and electronic documents, and any related technology or devices, described herein, that are stored on any type of media provided by the City are the City's property and shall not be deemed the property of, or confidential, private or proprietary information of any City officer or employee.
- G. The City has the right to monitor all network traffic on the City network and equipment, and to modify/or restrict access if necessary. Mobile technology and the contents thereof are subject to inspection, without notice to technology users, to insure that the technology is being used in a manner that the City deems appropriate.
- H. The user cannot expect any degree of privacy in the use of City systems and equipment, and any and all information accessed from, stored on, or created by users is City property. Consequently, no voicemail, e-mail or Internet communication should be regarded as personal, private or confidential.
- I. The user is responsible for properly caring for and maintaining the equipment while in their possession.
- J. The user shall immediately report any lost or stolen equipment to their supervisor.
- K. Violation of any portion of this D.O. by any user may result in loss of use privileges and disciplinary action, up to and including dismissal.
- L. Minor exceptions to this D.O. may be made by the General Manager to enhance employee productivity, efficiency, and effectiveness.

IV. DEPARTMENT ORDER RESPONSIBILITIES

- A. Administrative Control (Implementation, Interpretation) – Administrative Services Manager**
- B. Communication and Training – Technology Development Manager**
- C. Updating – Technology Development Manager**

APPROVAL

Submitted:



8/8/16

Dukku Lee
Public Utilities General Manager

Date

Approved by the Public Utilities Board on July 27, 2016

MOBILE TECHNOLOGY REQUEST FORM

Employee Name:		Date of Request:	
Work Group:		Division:	
Mobile Technology Currently in Employee's Possession:	<input type="checkbox"/> None <input type="checkbox"/> Mobile Phone (type) <input type="checkbox"/> Tablet (type) <input type="checkbox"/> Other		
Mobile Technology Requested:			
Business Justification:			

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I have read and agree to follow the D.O 151 mobile technology use policy.

Employee Signature: _____ Date: _____

Supervisor Approval: _____ Date: _____

AGM Approval: _____ Date: _____