



<h2>State of Ohio IT Policy</h2> <p>Use of State Telephones</p>	<b>No:</b> <b>ITP-H.2</b>
	<b>Effective:</b> <b>12/01/2004</b>
	<b>Issued By:</b> Gregory S. Jackson Director, Office of Information Technology State Chief Information Officer <b>Published By:</b> Statewide IT Policy Investment and Governance Division <b>Original Publication Date:</b> 12/07/1992

### 1.0 Purpose

This state policy provides requirements regarding the use of **wired** and **wireless** state **telephone service**.

### 2.0 Scope

Pursuant to Ohio IT Policy ITP-A.1, "Authority of the State Chief Information Officer to Establish Policy Regarding the Acquisition and Use of Computer and Telecommunications Products and Services," this state policy applies to every organized body, office, or agency established by the laws of the state for the exercise of any function of state government except for those specifically exempted.

The scope of this information technology policy includes state computer and telecommunications systems and the employees, contractors, temporary personnel and other agents of the state who use and administer such systems.

### 3.0 Background

The State of Ohio offers telephone services to employees, contractors, temporary personnel and other agents of the state to facilitate communication in the course of performing state business. In addition to traditional wired telephones, wireless telephones are increasingly being used by state employees in emergency situations and when their job responsibilities regularly require them to go from job site to job site. Usage costs for wireless telephone services are typically higher than for wired telephone services, and wireless telephone services are subject to a higher risk of fraud. Hence, there is a higher fiduciary responsibility to oversee and regulate wireless telephone services.

## 4.0 References

- 4.1 Ohio IT Policy ITP-A.1, "Authority of the State Chief Information Officer to Establish Policy Regarding the Acquisition and Use of Computer and Telecommunications Products and Services," defines the authority of the state chief information officer to establish State of Ohio IT policies as they relate to state agencies' acquisition and use of information technology, including, but not limited to, hardware, software, technology services and security.
- 4.2 Ohio IT Policy ITP H.6, "Telecommunications Utility Services," provides additional details on the procedures for the submission and review of requests for telecommunications utility services.
- 4.3 A glossary of terms found in this policy is located in section 8.0 Definitions. The first occurrence of a defined term is in ***bold italics***.

## 5.0 Policy

Each agency is responsible for the effective, efficient and responsible use of state-acquired telephone services. At a minimum, agencies shall implement the following requirements regarding state telephone services:

- 5.1 Limitations on Personal Calls. Personal calls made using state wired or wireless telephone services shall comply with the following minimum requirements:
  - 5.1.1 When using a state wireless telephone service, personal calls made or received are only acceptable in emergency situations when wired telephone service is not available.
  - 5.1.2 When using a state wired telephone service, the number, frequency and duration of personal calls shall be kept to a minimum and, whenever possible, made during lunch hours or authorized breaks.
  - 5.1.3 Personal long distance calls made using the state's wired telephone service are only acceptable if charged to a personal credit card or personal telephone card, or if billed to a non-state third party number.
    - 5.1.3.1 In the case of an emergency, personal long distance calls may be made using the state's wired telephone service and charged to the state. However, the charge for the call shall be reimbursed in accordance with the requirements outlined in section 5.4 of this policy.
  - 5.1.4 Personal business, which involves an activity undertaken for profit or gain of any kind, shall not be conducted using a state telephone service.

- 5.1.4.1 Employees are prohibited from circulating their state telephone number as a telephone number at which they can be reached for personal business. Personal business cards and other such materials shall not have a state telephone number listed as a contact number.
- 5.1.5 Agencies may at their discretion prohibit the use of any state telephone services to receive or originate personal calls.
- 5.2 Prohibited Calls. The following types of calls are prohibited if not related to official state business:
- Pay per call numbers
  - Collect calls to state telephone services
  - Calls billed to state telephone services
- 5.3 Penalties. Violation of this policy may result in disciplinary action and may be a cause for termination.
- 5.4 Management and Reimbursement for State Telephone Services. Agencies shall meet the following minimum management and reimbursement requirements:
- 5.4.1 State agencies shall establish and document a management review process for employee usage of telephone services to maintain agency standards of reasonable use, detect instances of abuse of privilege, and verify that required reimbursements have occurred.
- 5.4.2 Personal long distance calls made using the state's wired telephone services and all personal wireless telephone calls made and received using the state's wireless telephone services are the financial responsibility of the employee, unless it can reasonably be concluded that the calls are the result of **cloning** or other fraudulent use of the service by someone other than the employee.
- 5.4.3 State agencies shall establish and document a reimbursement procedure for how employees reimburse the state for personal long distance calls and personal use of state wireless telephone services. At a minimum, the reimbursement shall cover the actual cost of the use.
- 5.4.3.1 Agencies shall maintain a record of all reimbursements made to the State of Ohio for personal long distance calls and personal use of state wireless telephone services for a period of time consistent with the applicable records retention schedule.
- 5.5 Evaluation and Acquisition of Wireless Telephone Service. State agencies shall determine the wireless telephone service required for each individual or group of individuals identified to be issued a wireless telephone.
- 5.5.1 Agencies shall consider at a minimum the following criteria for each group or individual for whom a state wireless telephone service is purchased:
- 5.5.1.1 How the wireless telephone will be used.

5.5.1.2 Number of minutes required per month.

5.5.1.3 Desired coverage area.

5.5.1.4 When the wireless telephone will be used (e.g. weekdays, evenings, weekends, etc.).

5.5.1.5 If there is a need for data transmission including faxing.

5.5.2 Agencies shall acquire state wireless telephone service in accordance with Ohio IT Policy ITP-H.6, "Telecommunications Utility Services," and select the most cost-effective plan that meets the criteria identified.

5.6 Authorization of State Wireless Telephone Services and Issuing Wireless Telephones. Each agency shall develop guidelines for the authorization and allocation of state wireless telephone services and a process for tracking the custody of wireless telephones issued to its employees. At a minimum, agency guidelines shall include the following:

5.6.1 The job responsibilities for which the use of a state wireless telephone service is required.

5.6.2 The factors that determine whether a wireless telephone is to be shared by a group of employees.

5.6.3 The factors that determine whether a wireless telephone is to be issued to an individual employee.

5.6.4 The methodology for how group and individual wireless telephones are issued.

5.6.5 The use of shared wireless telephones, when practical, is preferable to issuing individual wireless telephones. If a wireless telephone is shared, a log shall be maintained to track the responsible user and the dates and times the wireless telephone was checked out and checked in.

5.6.6 Each state employee assigned a wireless telephone shall be given a copy of Ohio IT Policy ITP-H.2, "Use of State Telephones," along with any associated agency guidelines developed to provide additional details or restrictions.

## 6.0 Procedures

None.

## 7.0 Revision History

Date	Description of Change
12/07/1992	Original policy.
12/01/2004	This policy replaces all previously released memoranda and specifically obsoletes Ohio IT Policy ITP H.2, "Personal Use of State Telephones," issued March 14, 2001. Policy revisions reflect substantive changes in policy and procedure.
12/01/09	Scheduled policy review.

## 8.0 Definitions

- 8.1 Cloning. The fraudulent practice of illegally monitoring radio wave transmissions from the wireless telephones of legitimate subscribers to obtain the electronic serial number and telephone number of the wireless telephone. A cloned wireless telephone is then programmed with the legitimate electronic serial number and telephone number. The result of cloning is that the legitimate user is billed for the fraudulent user's wireless telephone calls.
- 8.2 Telephone Service. Unless otherwise stated, telephone service includes both wired telephones and wireless telephones.
- 8.3 Wired. Traditional landline local and long distance telephone service.
- 8.4 Wireless. Use of various electromagnetic spectrum frequencies, such as radio and infrared, to communicate services, such as data and voice, without relying on a hardwired connection, such as twisted pair, coaxial or fiber optic cable.

## 9.0 Related Resources

Document Name
None.

## 10.0 Inquiries

For information regarding telephone systems and services contact:

Network Services Program Administrator  
Ohio Office of Information Technology  
1320 Arthur E. Adams Drive  
Columbus, Ohio 43231

Telephone: 614-728-4701  
Facsimile: 614-387-2953  
E-mail: [State.NetworkServices.Manager@oit.ohio.gov](mailto:State.NetworkServices.Manager@oit.ohio.gov)

Direct inquiries about this policy to:

Statewide IT Policy  
Investment and Governance Division  
Ohio Office of Information Technology  
30 E. Broad Street, 39<sup>th</sup> Floor  
Columbus, Ohio 43215

Telephone: 614-644-9352  
Facsimile: 614-644-9152  
E-mail: [State.ITPolicy.Manager@oit.ohio.gov](mailto:State.ITPolicy.Manager@oit.ohio.gov)

Ohio IT Policy can be found on the Internet at: [www.ohio.gov/itp](http://www.ohio.gov/itp).

## **11.0 Attachments**

None.