

5.3.3 CCHCS-Issued Mobile Phone

(a) Policy

California Correctional Health Care Services (CCHCS) shall maintain standards and requirements regarding approval, distribution, and acceptable use of CCHCS-issued mobile phones. CCHCS staff and contracted personnel that are issued a CCHCS mobile phone to conduct official state business shall abide by the procedure and guidelines stated herein.

(b) Applicability

This policy applies to all CCHCS staff and contracted personnel.

(c) Responsibilities

- (1) The hiring authority (HA), or designee, is responsible for approving requests to issue mobile phones and to ensure appropriate usage of the phone.
- (2) The Information Technology Services Division (ITSD) is responsible for issuing mobile phones.
- (3) The ITSD is responsible for managing the procurement, architecture, data communication network, access control, and ongoing hardware and software support contracts for the mobile phones.

(d) Procedure

(1) Requesting a New Mobile Phone

(A) All requests for mobile phones shall be submitted through a Solution Center ticket:

1. By, or on behalf of, the Chief Executive Officer (CEO) or HA, or
2. With an attached email of approval from the CEO or HA.

(B) By approving the mobile phone request, the CEO, HA, or designee, acknowledges approval to incur monthly charges for the phone line in their institutional or program budget.

(2) Transferring a Mobile Phone

(A) The CEO or HA may request the transfer of a mobile phone between staff in the same CCHCS institution or program and billing unit by submitting a request through the Solution Center. The ITSD is responsible for completing the transfer request following the CCHCS IT Asset Transfer Process.

(3) Deactivating and Returning a Mobile Phone

(A) Following the CCHCS [Employee Separation](#) Process, when staff with a CCHCS-issued mobile phone separate from CCHCS, the supervisor shall submit a ServiceNow request to deactivate the device prior to the separation date. The supervisor shall ensure the mobile phone is returned to the ITSD.

(B) The IT Desktop Support technician shall update the ServiceNow request when the phone is received.

(4) Security

(A) Physical Security

1. CCHCS mobile phone users shall take reasonable steps to prevent damage or loss to the mobile phone.
2. Mobile phones shall not be left unattended and be stored securely in a locked location when not in use.
3. Staff shall follow all applicable regulatory and traffic laws while using the mobile phone.

(B) Data Security

1. CCHCS mobile phone users shall:
 - a. Take reasonable steps to protect the mobile phone from cybersecurity threats and attacks.
 - b. Use a passcode to protect the mobile phone.
 - c. Ensure automatic software updates are turned on and mobile phones are updated to the most current software operating system to ensure access to new software patches.

(5) Lost, Stolen, or Damaged Mobile Phone

(A) Staff shall follow the procedure documented in the Health Care Department Operations Manual (HCDOM), Section [5.3.1, Lost and Stolen Assets](#).

(B) Report all possible security incidents (e.g., lost or stolen information or mobile phone) as detailed on the [Information Security Office SharePoint site](#).

(C) Staff shall report any damage to their mobile phone immediately by submitting a ticket to the [IT Solution Center](#).

(6) Usage and Restrictions

(A) CCHCS-issued mobile phones shall be used for CCHCS business only pursuant to HCDOM, Section 5.3.15, Acceptable Use.

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- (B) All CCHCS mobile phones are issued with the camera enabled. Mobile phone users shall adhere to the HCDOM, Section 5.3.2, Camera Use, when utilizing the camera.
- (C) Only CCHCS-approved applications may be downloaded from the CCHCS Catalog on mobile phones.
- (D) CCHCS mobile phone users shall not change any configurations or standard features.
- (E) Any unauthorized disabling of or tampering with configuration or installed software shall be subject to corrective or disciplinary action in accordance with CCR, Title 15, Section 3392, et seq. and Department Operations Manual, Chapter 3, Article 22, Employee Discipline, Sections 33030.8, 33030.9, 33030.15.
- (F) Employees shall report any violations of this policy to their supervisor.

(7) Shared Usage

- (A) Mobile phones may be assigned to an individual for use on a shared basis for a designated function by a CCHCS service unit.
- (B) In the instance a mobile phone is used on a shared basis, it shall be assigned to the person responsible for the group, and this individual shall be accountable for the device.

References

- California Department of Corrections and Rehabilitation, Department Operations Manual, Chapter 1, Article 13, Section 13010 – Public/Media Information
- California Department of Corrections and Rehabilitation, Department Operations Manual, Chapter 2, Article 12, Section 22030.12.1 Sensitive Property
- California Department of Corrections and Rehabilitation, Department Operations Manual, Chapter 4, Article 41, Section 48010.5 – Acceptable Uses and Ethics
- Health Care Department Operations Manual, Chapter 5, Article 3, Section 5.3.1, Lost and Stolen Assets
- Health Care Department Operations Manual, Chapter 5, Article 3, Section 5.3.2, Camera Use
- Health Care Department Operations Manual, Chapter 5, Article 3, Section 5.3.15, Acceptable Use
- Acceptable Use of Information Technology Memorandum
https://cdcr.sharepoint.com/sites/cchcs_it/PnP/Acceptable%20Use%20of%20IT%20Resources%20--%20Sept%202015.pdf

Revision History

Effective: 06/16/2023