

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE PROCEDURE

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CHAPTER Information Management	CHAPTER 08	SECTION 001	SUBJECT 0020
SECTION Information Systems	SUBJECT Mobile Devices		
WRITTEN BY John O'Dell	REVISED BY Tommy Rankin		AUTHORIZED BY Tracey Pingitore

I. APPLICATION:

- SCCCMHA Board
- SCCCMHA Providers & Subcontractors
- Direct-Operated Programs
- Community Agency Contractors
- Residential Programs
- Specialized Foster Care

II. PURPOSE STATEMENT:

St. Clair County Community Mental Health Authority (SCCCMHA) owned mobile devices will be utilized in accordance with the standards and procedures outlined below.

III. DEFINITIONS:

A. Mobile Device: A portable computing device such as a cellular phone, tablet, or laptop.

IV. STANDARDS:

- A. SCCCMHA requires and provides mobile devices to staff to utilize for Agency business, as approved by the Chief Executive Officer or the Directors.
- B. The Agency provides mobile devices to programs for Agency business to staff, when required.
- C. The Agency provides an extended manufacturer warranty, which may include “accidental coverage” with the original purchase of a laptop when appropriate.
- D. Employees using Agency mobile devices are required to use it for Agency business only. Violations may subject the employee to disciplinary action.
- E. Use of mobile devices for Agency business should be for the conveyance of information.
- F. The employee or program may be required to justify calls made or data usage as shown on the detailed phone bill(s).
- G. Use of mobile devices while operating a vehicle is prohibited. Voice use of a cell phone is prohibited while operating a vehicle except when a Bluetooth connection is available or when the driver is pulled over to the side of the road.
- H. Recipient information must remain confidential. All conversations must remain private to only the

individual(s) that are intended to be part of the conversation.

- I. Users of Agency mobile devices are required to take appropriate precautions to prevent theft and vandalism of all SCCCMHA equipment. Staff must report any lost or stolen equipment immediately to the IT Director or Designee with detailed information including the item lost or stolen, last known location, and time last seen. If the lost or stolen incident occurs during non-business hours, they are to immediately contact the IT Director or Designee, by cellular telephone listed on the Intranet. If staff do not have access to the IT Director or Designee phone number, they must contact their department Supervisor.
- J. Staff must report all damages to mobile devices, including accessories, immediately to the IT Director or Designee with detailed information of the damage. If the damage occurs during non-business hours, they are to immediately contact the IT Director or Designee, by cellular telephone listed on the Intranet. If staff do not have access to the IT Director or Designee phone number, they must contact their department Supervisor.
- K. Employees provided with a mobile device by the Agency are required to have their assigned device with them for the duration of their scheduled workday. If a mobile device is left behind, staff may use an available desktop workstation at a CMH office building, if one is available. If no desktop workstation is available, it is the employee's responsibility to retrieve their mobile device on their time, not company time. The IT Department is not obligated to provide a loaner mobile devices.
- L. Employees provided with a mobile device by the Agency are responsible for returning the equipment, including accessories, in good working order to the IT Department when it is no longer required to carry out SCCCMHA work assignments.
- M. Cellular telephone numbers of agency provided or reimbursed cellular phones will be included in an agency list of all cellular phone numbers.
- N. In limited situations, staff may receive Agency e-mail on their personal mobile device if approved by the Chief Executive Officer or a Director. In such cases, staff are required to set a complex password that contains a minimum of 8 numbers and/or characters. If the device cannot accept a password of at least 8 characters, then it will be set to the maximum number allowed. The mobile device's auto lock feature must be set to 5 minutes or less.
- O. Staff will read and sign the Mobile Device Letter of Agreement (Form #206) indicating they fully understand and are willing to abide by the terms and conditions. These terms will include authorizing IT Staff to erase (wipe) all information from the mobile device, if it is lost or stolen. The Mobile Device Letter of Agreement (Form #206) will be reviewed at the employee's annual evaluation and signed. A copy will be placed in the employee's personnel file.
- P. Staff must abide by the Personnel: Work Schedules; Leavetime; Overtime; Timecards administrative procedure #06-001-0075, in regard to working hours and usage of any SCCCMHA assigned mobile device.

V. PROCEDURES:

A. **Request/Assignment of Mobile Device for Individual Staff/Programs**

Requesting Supervisor

1. Establishes a clinical or administrative need and justification for a mobile device within the

program or for an individual staff person.

2. Submits request for approval through a Director or Chief Executive Officer.

Director or Chief Executive Officer

3. Reviews request for mobile device for Individual Staff/Programs.
 - a. If approved; notifies the IT Department Director and requesting Supervisor of approval.
 - b. If denied, advises Supervisor of reason for denial.

Requesting Supervisor

4. Completes an IT Department Helpdesk ticket from the Helpdesk located on the SCCCMHA Intranet, entering request details in the details about the issue section.

IT Director or IT Supervisor

5. Assigns IT Department Helpdesk ticket with request details to IT Staff for completion of the request.

IT Staff

6. Completes the request for Program or Individual Staff as detailed on the IT Department Helpdesk ticket.
 - a. If request is for a laptop, coordinates with employee to log into laptop and set up with necessary software.
7. Ensures that staff reads and signs the Mobile Device Letter of Agreement (Form #206) and forwards it to the Human Resources Department to be placed in the employee's personnel file.

Requesting Supervisor

8. Reviews Mobile Device Letter of Agreement (Form #206) with employee at time of employee's annual evaluation.

B. Lost, Stolen or Damaged Mobile Devices

Supervisor/Staff

1. Reports lost, stolen or damaged mobile device to IT Department by immediately contacting the IT Director by phone with the detailed information of lost, stolen or damaged asset and the date.

IT Director or IT Designated Staff

2. Suspends or cancels service to the device, advises the Security Officer and Privacy Officer immediately for any potential HIPAA-HITECH follow-up and reissue replacement as instructed by the Chief Executive Officer/Designee.

3. Attempts to locate the lost or stolen device by utilizing the appropriate solution or tool enabled on the device for device location.
4. Places the device in lost mode, if possible, to ensure that the device is inoperable until returned to IT.
5. Sends a “wipe” (erase) command to the mobile device as instructed by the Chief Executive Officer/Designee, if possible.

Administrative Designee

6. Reports stolen Agency mobile device to the Police Department and submits a copy of the police report upon request.

Accounts Payable Staff

7. Tracks all mobile device costs and bills appropriate program CSS&M.

Payroll Staff

8. Follows instruction on payroll withhold/deduct of cost of replacement device or accessory.

C. Request of Loaner Mobile Device for Individual Staff

Staff

1. Completes a Helpdesk ticket using the Helpdesk section located on the SCCCMHA Intranet site.

IT Director or IT Supervisor

2. Assigns Helpdesk ticket to IT Staff.

IT Staff

3. Checks out loaner mobile device from IT Loaner Inventory and charges/checks equipment back in when it is returned.
4. Follows up with staff if the mobile device is not returned to the IT Department by the expected return date.

D. Return of Mobile Device for Individual Staff/Programs

Director or Chief Executive Officer

1. Contacts IT Director to recoup mobile device from Individual Staff/Program.

IT Director or IT Supervisor

2. Creates a Helpdesk ticket and assigns it to IT Staff member to retrieve mobile device.

IT Staff

3. Contacts staff member/program assigned to mobile device to retrieve mobile device.
4. Recoups mobile device and all accessories. The IT Staff member will note any damaged or missing items/accessories in the Helpdesk ticket.
5. Tests equipment to ensure it is functional and wipes the device to be repurposed.
6. Informs the IT Director or IT Supervisor of any damaged or missing equipment.
7. Complete/close Helpdesk ticket if no issues are found with mobile device or accessories and return items to spares inventory.

IT Director

8. Determines what equipment needs to be replaced and the cost if there is any damaged or missing equipment identified.
9. Informs the appropriate Program Director of any costs for damaged or lost equipment/accessories.
10. Notifies the employee and employee's Supervisor of damages or loss of equipment/accessories reported for a mobile device that was assigned to them and why, if applicable.
11. Coordinates with HR Director and employee's Supervisor to determine if instance of damaged or lost equipment may lead to progressive corrective action up to and including dismissal.

VI. REFERENCES:

None Available

VII. EXHIBITS:

None Available

VIII. REVISION HISTORY:

Dates issued 05/90, 06/92, 07/94, 09/97, 11/97, 05/00, 09/01, 09/03, 08/05, 08/07, 12/12, 03/13, 01/14, 01/15, 03/16, 03/17, 09/17, 01/18, 01/19, 01/20, 12/20, 03/21, 03/22, 03/23.