
State of Ohio Administrative Policy

Use of State Telephones

No: Information Technology
IT-11

Effective: October 13, 2016

Issued By:



Robert Blair, Director

1.0 Purpose

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

A glossary of terms found in this policy is located in Appendix A - Definitions. The first occurrence of a defined term is in **bold italics**.

2.0 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:

2.1 **Limitations on Personal Calls:** Personal calls made using state wired or wireless telephone services shall comply with the following minimum requirements:

2.1.1 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.

2.1.2 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.

2.1.3 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.

- 2.1.3.1 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.
- 2.1.4 Personal business, which involves an activity undertaken for profit or gain of any kind, shall not be conducted using a state telephone service.
- 2.1.4.1 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.
- 2.1.5 Agencies may, at their discretion, prohibit the use of any state telephone services to receive or originate personal calls.
- 2.2 **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
- 2.3 **Penalties:** Violation of this policy may result in disciplinary action and may be a cause for termination.
- 2.4 **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.
- 2.4.1 Agencies shall consider at a minimum the following criteria for each group or individual for whom a state wireless telephone service is purchased:
- 2.4.1.1 How the wireless telephone will be used.
- 2.4.1.2 Number of minutes required per month.
- 2.4.1.3 Desired coverage area.
- 2.4.1.4 When the wireless telephone will be used (e.g. weekdays, evenings, weekends, etc.).
- 2.4.1.5 If there is a need for data transmission.
- 2.4.1.6 Agencies shall acquire state wireless telephone service in accordance with Ohio Administrative Policy IT-12, "Telecommunications Utility Services," and select the most cost-effective plan that meets the criteria identified.
- 2.5 **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:

- 2.5.1 The job responsibilities for which the use of a state wireless telephone service is required.
 - 2.5.2 The factors that determine whether a wireless telephone is to be shared by a group of employees.
 - 2.5.3 The factors that determine whether a wireless telephone is to be issued to an individual employee.
 - 2.5.4 The methodology for how group and individual wireless telephones are issued.
 - 2.5.5 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.
 - 2.5.6 Each state employee assigned a wireless telephone shall be given a copy of Ohio Administrative Policy IT-11, "Use of State Telephones," along with any associated agency guidelines developed to provide additional details or restrictions.
- 2.6 **Education & Awareness:** Agencies shall establish an education and awareness program regarding the appropriate use of telecommunications services provided by the state whether wired or wireless.
- 2.6.1 Managers and supervisors shall also receive training on how to detect and respond to instances of abuse of privilege.

3.0 Authority

ORC 125.02, 125.021, 125.023, 125.04, 125.041, 125.18

4.0 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.
05/25/2011	Requirements for personal phone call reimbursement were removed from the policy. In addition, the requirement to establish and document a

	management review process for employee usage of telephone services was removed. Education and awareness requirements were added to the policy.
10/13/2016	Transferred policy content to a new State of Ohio Administrative Policy Template. Re-numbered policy to IT-11 to be consistent with new numbering format.
10/13/2018	Scheduled policy review.

5.0 Inquiries

Direct inquiries about this policy to:

State IT Policy Manager
Enterprise IT Architecture & Policy
Office of Information Technology
Ohio Department of Administrative Services
30 East Broad Street, 39th Floor
Columbus, Ohio 43215

1-614-466-6930 | DAS.State.ITPolicy.Manager@das.ohio.gov

State of Ohio Administrative Policies may be found online at
www.das.ohio.gov/forStateAgencies/Policies.aspx

Appendix A - Definitions

- a. Telephone Service. Unless otherwise stated, telephone service includes both wired telephones and wireless telephones.
- b. Wired. Traditional landline local and long distance telephone service.
- c. 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.