

City and County of Denver Technology Services Wireless Communication Device Support Policy

[Fiscal Accountability Rule 10.9 – Wireless Communication Devices](#) (WCD) establishes the WCD rule for the City and County of Denver. This **Support Policy** provides WCD guidelines for the employee, appointee, or elected official (User) using a City supplied, or personally owned WCD as a business solution to conduct City business.

Agency heads/Department managers will determine the necessity of using a City supplied, or personally owned, WCD and ensure that Users assigned the device understand and comply with Fiscal Accountability Rule 10.9 and this Support Policy. Agencies/Departments under the Mayor shall follow any additional directives which may include Executive Orders, policies, or memos, as they relate to WCD. Agency heads/Department managers will consider and understand the budgetary impact to the agency/department.

Requests for a City supplied WCD, or to use a personally owned WCD, to conduct City business shall be made using the [Wireless Communication Device Option Form](#) and emailed to the Technology Services Help Desk at help.desk@denvergov.org.

By May 1st of each year, the Technology Services Wireless Device Support Group will notify each agency/department of Users that use a City owned, or a personally owned, WCD as a business solution to conduct City business. Agency heads/Department managers shall review the list and certify that the need still exists for each User and report any updates to TS by June 1st of each year.

Agency heads/Department managers may periodically request that the User provide a copy of the first page of the phone bill in order to verify that he/she has an active WCD phone plan. Management may also periodically request documentation of substantial business use.

When a User separates from the City, or transfers to a different department/agency, the agency/department shall notify the TS Wireless Device Support Group. Notification shall be made by a HEAT ticket and shall include the name of the User, his/her Employee ID, and reason for termination of the stipend (for example, "User left his/her position with the agency/department" or "Stipend is no longer necessary for business operations.")

There are three options available that agency/department managers may choose from to best meet the needs of the agency/department and the User. The options and the associated conditions follow.

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Option 1 – City Supplied Wireless Communication Device with Reasonable Personal Usage

A City supplied WCD will be issued to the User and is considered a requirement of employment. The assignment of the City WCD shall be for the convenience of the City. The User may use the WCD for reasonable personal use. The User may select one of the following WCDs:

- **City Supplied WCD** – any cell phone, Blackberry device, and data card supplied by the City will be maintained and managed by the Wireless Device Support Group. Connectivity to the City network will be through the BES server. The TS Wireless Device Support Group will work with the designated liaison from each agency to manage and maintain City WCD equipment assigned to Users.
- **City Supplied Non-Blackberry Smartphone** – A non-Blackberry Smartphone will be allowed connectivity to the City network through Microsoft Active Sync, but will not be supported or managed by the TS Wireless Device Support Group. A non-Blackberry Smartphone includes WCD such as an iPhone, Droid, etc.

Conditions

1. Use shall require the written approval of TS Wireless Device Support Group.
2. All orders for a City supplied WCD for a new and/or existing line shall be placed through the Wireless Device Support Group Breakaway Services Order Manager, with the exception of the Department of Aviation. This ensures that the WCD is purchased from a City authorized cellular provider and is associated with the City's account, that the City receives the best possible price for the WCD, and that the User chooses a WCD from a certified list. WCD's not ordered through the Wireless Device Support Group Breakaway Services Order Manager shall not qualify to participate in Option 1.
3. Any costs for devices and accessories associated with a City supplied non-Blackberry Smartphone will be the responsibility of the agency/department. Costs incurred will be associated with the User phone number and transferred to the agency/department. The Wireless Device Support Group will need to approve the orders with the carriers.
4. TS Wireless Device Support Group will not provide support, maintenance, repair, parts, or accessories for a City supplied non-Blackberry Smart phone.
5. A City supplied non-Blackberry Smartphone shall use Microsoft Active Sync to connect to the City's exchange server to access email, calendar, contacts etc. Instructions on how to connect to the City's exchange server will be provided to the agency/department liaison and/or the User. Setup will be the responsibility of the agency/department liaison and/or the User.
- ~~6.~~ Third party downloads that incur additional costs will be blocked.
7. Management software that comes with the City supplied non-Blackberry Smartphone shall not be installed on City desktops/laptops.
8. The password lock function shall be enabled by the user to prevent access to the phone by unauthorized users.
9. If the WCD is lost or stolen the City's Help Desk shall be notified immediately so a password reset of the Users City Windows account can be performed to disconnect the phone from the City network.

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Option 2 – Stipend for Personally Owned Wireless Communication Device

Option 2 provides a monthly stipend to the User who utilizes their personally owned WCD as a business solution, in whole or in part, to conduct City business. The stipend provides the User with compensation to help defray the cost of a WCD plan. The stipend amount is established by Technology Services and is based on the type of WCD utilized.

WCD	Monthly Stipend
Standard WCD	\$36.90 per month
Blackberry and Non-Blackberry Smartphone	\$77.40 per month

A personally owned WCD will be the responsibility of the User and will not be managed or supported by Technology Services.

Conditions

1. The City will not reimburse the User for any costs beyond the authorized monthly stipend.
2. TS Wireless Device Support Group will provide directions on how to configure data and email connectivity on devices that use Blackberry BES server or Microsoft Activesync. It is the responsibility of the User to select a WCD that can connect to the City's servers and to setup that connection from their WCD.
3. The City is not responsible for support of the WCD or the WCD plan. It is the User's responsibility to ensure that the WCD is functioning as intended.
4. The City will not stock or provide spares or parts for a personally owned WCD.
5. It is the responsibility of the agency/department to track when to discontinue the allowance when the eligibility criteria are no longer met or when the WCD service is cancelled.
6. TS Wireless Device Support Group shall be notified should the agency/department determine that the User no longer needs to use their personally owned WCD as a business solution. Upon notification the stipend provided to the User will cease. Notification shall be made by a HEAT ticket and shall include the name of the User, his/her Employee ID, and reason for termination of the stipend (for example, "User left his/her position with the agency/department" or "Stipend is no longer necessary for business operations.")
7. The User is responsible for all charges on his/her personal WCD plan and for complying with his/her contract with the WCD provider, including payment of all expenses incurred. Any termination, or other charge to discontinue service, will be the responsibility of the User. If the User leaves his/her position, he/she will continue to be responsible for the contractual obligations of his/her WCD plan.
8. Management software for a personally owned WCD shall not be installed on City desktops/ laptops.
9. The password lock function must be enabled to prevent access to the phone by unauthorized Users.
10. If a personally owned WCD is lost or stolen the City's Help Desk shall be notified immediately so a password reset of the Users City Windows account can be performed to disconnect the phone from the City network.

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Option 3 - User Owned Device - No Stipend Provided

This option allows the User to use their own personal WCD to set-up and connect to the City's servers.

Conditions

1. TS Wireless Device Support Group will provide directions on how to configure data and email connectivity on devices that use Blackberry BES server or Microsoft Active Sync. It is the responsibility of the User to select a WCD that can connect to the City network and to setup that connection.
2. The City is not responsible for support of the WCD or the WCD plan. It is the User's responsibility to ensure that the WCD is functioning as intended.
3. The City will not stock or provide spares or parts for personally owned WCD.
4. The User is responsible for all charges on his/her personal WCD plan and for complying with his/her contract with the WCD provider, including payment of all expenses incurred. Any termination, or other charge to discontinue service, will be the responsibility of the User. If the User leaves his/her position, he/she will continue to be responsible for the contractual obligations of his/her WCD plan.
5. Management software for a personally owned WCD shall not be installed on City desktops/ laptops.
6. The password lock function must be enabled to prevent access to the phone by unauthorized Users.
7. If a personally owned WCD is lost or stolen the City's Help Desk shall be notified immediately so a password reset of the Users City Windows account can be performed to disconnect the phone from the City network.