Issuing Mobile Communication Devices
IS&T Standards and Procedures
Code: 2011-001 Last Reviewed: 06/21/2011

1. Scope

This document provides guidelines and criteria for issuing mobile communication devices to UMDNJ IS&T employees conducting official University business. Mobile communication devices may be provided to certain IS&T employees to conduct activities connected to their employment.

2. References

Issuance and Use of Mobile Communication Devices 00-01-95-20:00

3. Definitions and Acronyms

3.1. Definitions

**Air Card®** – An AirCard is a device for a laptop, PDA or cell phone that allows the user to connect to wide area wireless Internet access and may be used in conjunction with a variety of cell phones, laptops or smartphones.

**Employee** – An individual paid through UMDNJ payroll.

**Mobile Communication Device** – Any cellular phone, pager, personal digital assistant (PDA) or wireless device that is either owned by UMDNJ or by an individual conducting University business.

**Official University Business** – Includes all business travel, including attendance at meetings and any other gatherings that have been approved by the appropriate authority. Board of Trustees meetings and board committee attendance are included in this category.

**Smartphone** – A cellular telephone with built-in applications and Internet access. Smartphones provide digital voice service as well as text messaging, e-mail, Web browsing, still and video
cameras, MP3 player and video and TV viewing. In addition to their built-in functions, smartphones can run applications.

**Tablet PCs** – Mobile communication devices such as Touchpads and iPads.

3.2. Acronyms

None.

4. Introduction

Smartphones, Tablet PCs, AirCards, cell phones (voice only), and pagers may be provided to certain IS&T employees. Employees must meet defined criteria before they can be issued a mobile communication device.

5. Applicability

These standards apply to all IS&T employees. IS&T department managers are responsible for educating users on mobile communication device policies and procedures and monitoring usage.

6. Standard

All requests for mobile communication devices and services must be made to IS&T and require appropriate management and budget approvals.

7. Procedure

A. Because costs associated with smartphones can be significantly higher than those of other mobile communication devices, smartphones should be issued only to employees having a valid need for them. When authorizing a smartphone, managers should further be aware that there is a significant cost difference among smartphones themselves (e.g., Blackberry vs. iPhone). The least expensive approved model should be selected unless enhanced functionality is warranted. The same guidelines should be adhered to when approving Tablet PCs and AirCards in that the least expensive option should be approved. Accessories should only be approved when needed and should be the least expensive option available.

The following table defines the criteria to be used when determining an employee’s need for a given mobile device type. An employee must meet at least one of the defined criteria specified in the *Determination of Need* column below in order for the associated device type to be issued.
<table>
<thead>
<tr>
<th>Mobile Communication Device Type</th>
<th>Determination of Need</th>
</tr>
</thead>
</table>
| iPhone, Tablet PC                | • Employee requires access to an application that runs only on an iPhone or Tablet PC, or  
                              • Employee must be Director Level or above.  |
| Smartphone (excluding iPhone), AirCard | • More than 60% of work is conducted away from the employee’s work station and the employee is required to be contacted on a regular basis, or  
                              • Employee is on-call outside of normal work hours, or  
                              • Employee monitors and administers mission critical information systems during non-business hours, or  
                              • The job requires the employee to be immediately accessible to receive and/or make frequent business calls outside of working hours, or  
                              • Managerial position or higher.  |
| Cell phone (voice only)          | • Employee is on-call outside of normal work hours, or  
                              • Employee monitors and administers mission critical information systems during non-business hours, or  
                              • The job requires the employee to be immediately accessible to receive and/or make frequent business calls outside of working hours.  |
| Pager                            | • Employee is on-call outside of normal work hours.  
                              (Departments should consider consolidating to one or possibly a few University-owned pagers to be shared among department employees when they are on-call outside normal work hours.)  |

If an iPhone or Tablet PC is requested, the management-approved request form must stipulate the application(s) for which the iPhone or Tablet PC is required. Requests that do not specify an application will be returned.

B. The management-approved request form must stipulate that the mobile communication device is being requested for an employee who meets one of the following criteria:

<table>
<thead>
<tr>
<th>Mobile Communication Device Issuance Criteria</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequent Mobility</td>
<td>The job requires 60% of time outside the office (travel, meetings, conference call, etc.) and use of an electronic device in order to effectively maintain the business operations while away.</td>
</tr>
<tr>
<td>On-call availability</td>
<td>The employee is required to be on call a majority of the time to be contacted in the event of an emergency or to be immediately accessible to receive and/or make frequent business calls outside of normal work hours.</td>
</tr>
</tbody>
</table>
### Mobile Communication Device Issuance Criteria

<table>
<thead>
<tr>
<th>After hours availability</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The job requires the employee to be immediately accessible to receive and/or make frequent business calls outside of working hours. Employees must be readily accessible due to the specific nature of their job duties and must be available for time-sensitive consultations after normal work hours.</td>
</tr>
<tr>
<td>Level of Position</td>
<td>Any employee having a managerial position or higher.</td>
</tr>
</tbody>
</table>

C. If the employee does not meet one of the above classifications, the manager should not approve the request. The request should be returned to the requestor indicating that the employee for whom the mobile communication device is being requested does not meet the required criteria.

D. To request a device, use the applicable request form following the directions as specified on the form. All mobile communication device requests must specify a valid billing index number.

<table>
<thead>
<tr>
<th>Device Type</th>
<th>How/Where to Obtain</th>
</tr>
</thead>
<tbody>
<tr>
<td>IS&amp;T Mobile Communication Device (excluding pager)</td>
<td>Schools/Units other than RWJMS</td>
</tr>
<tr>
<td></td>
<td>• Complete the IS&amp;T Cellular Phone Request Form (see Figure 1) available at the following location: <a href="http://umdnjwebprod.umdnj.edu/ca/ist/core_services/pdf/Cellular_Request_Form_v1.0.pdf">http://umdnjwebprod.umdnj.edu/ca/ist/core_services/pdf/Cellular_Request_Form_v1.0.pdf</a></td>
</tr>
<tr>
<td></td>
<td>You may also contact the IS&amp;T Service Center to obtain a form at 3-3200 or 732-743-3200.</td>
</tr>
<tr>
<td></td>
<td>• Print the form, sign it and obtain appropriate signatures for budget approvals.</td>
</tr>
<tr>
<td>RWJMS</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Complete the Cellular Phone and Accessory Request Form (see Figure 2) available at the following location: <a href="http://rwjms.umdnj.edu/mobility/documents/Cellular_form.pdf">http://rwjms.umdnj.edu/mobility/documents/Cellular_form.pdf</a></td>
</tr>
<tr>
<td></td>
<td>• Print the form, sign it and obtain appropriate signatures for budget approvals.</td>
</tr>
<tr>
<td>Device Type</td>
<td>How/Where to Obtain</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| IS&T Pager   | • Complete the IS&T Pager Request Form (see Figure 3) available at the following location: http://umdnjwebprod.umdnj.edu/ca/ist/core_services/pdf/Pager_Request_Form.pdf  
• You may also contact the IS&T Service Center to obtain a form at 3-3200 or 732-743-3200.  
• Print the form, sign it and obtain appropriate signatures for budget approvals. |

8. Standard Ownership and Responsibilities

Department managers are responsible for educating users about their mobile communication device procedures and monitoring usage.

IS&T-issued mobile communication devices are subject to audit by the University.

9. Exceptions

Any requests for exceptions to the provisions for issuing a mobile communication device as defined herein must be approved by the VP-IS&T.
### Cellular Phone Request Form

**Return Completed Form via Facsimile to 973-972-8442**

#### USER INFORMATION
- **Employee ID:** (Completion REQUIRED)
- **Last Name:**
- **First Name:**
- **School/Unit:**
- **UMD Extension:**
- **Email Address:** umdnj.edu
- **Building:**
- **Floor:**
- **Room Number:**

#### REQUEST TYPE:
- [ ] New [Area Code Requested]
- [ ] Upgrade
- [ ] Replacement
- [ ] Name Change
- [ ] Accessories

#### ACCOUNT INFORMATION

Accessories/Features/Services: [http://www.verizonwireless.com](http://www.verizonwireless.com) See Verizon web site for UMDNJ cellular phone products and services. Do not include promotional pricing when estimating cellular phone costs; promotional prices are subject to change without notice by vendor. NJ state contact provides a 20% discount to all Verizon voice and data plans. Discount is not available for NotifyLink.

- [ ] Current Cell Number *(Upgrade Only)*
  - Cell Number (If Applicable): [ ]
  - To check if number is eligible see [Local Number Portability at Verizon website](http://www.verizonwireless.com).

- [ ] Cell Phone *
  - Make & Model of Phone: [ ]
  - Phone Cost: [ ]

- [ ] Cell Plan
  - Calling Plan: [ ]
  - Monthly access starting at: [ ]

- [ ] Data Plan
  - Basic cellular phone service does not require activation of this type of plan. All UMD Wireless PDAs/SmartPhones have the unlimited data plan. Monthly access Data Plan is $49.99.

- [ ] Get It Now
  - Get It Now is a technology and service that allows the download and use of applications on your Verizon Wireless Get It Now-enabled phone. Access incurs additional charges. Basic cellular phone service does not require activation of this service.

- [ ] Notify Link
  - Notify Link is a technology and service that allows wireless access and management of email, calendar, contacts and tasks on your Verizon Wireless PDAs & SmartPhones. User must have a UMD Groupwise email account and access incurs additional charges. Basic cellular phone service does not require activation of this service.

- [ ] Carrying Case
  - Cost: [ ]

- [ ] Charger and Cradles
  - Cost: [ ]

- [ ] Hands-Free Products
  - Cost: [ ]

- [ ] Bluetooth Products
  - To use Bluetooth you will need a Bluetooth-capable devices and headset.
  - Cost: [ ]

#### Order Total

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Total for order (plan and equipment costs)

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### DEPARTMENT / BUDGET INFORMATION (REQUIRED FOR PROCESSING)

- **Department/Division Head or Supervisor:** [Print Name and Title]: [ ]
- **Department/Division Head Signature or Superior:** [Date]
- **Budget Officer:** [Print Name and Title]: [ ]
- **Budget Officer Signature:** [Date]

#### CONTACT INFORMATION

- [ ] Order Contact (If not same as user) Name. 10-digit UMD telephone extension
- [ ] Shipping
  - [ ] Newark Campus - Pick Up Location ADMC 492
  - [ ] All Other Campuses - Shipping Address – Street Address, Suite/Office Location, City, State, and Zip Code

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**Figure 1 – Mobile Communication Device Request Form – Non-RWJMS**

Issuing Mobile Communication Devices

Adopted: 06/21/2011
Figure 2 – Mobile Communication Device Request Form –RWJMS
**Pager Request Form**

Fax completed form to (973) 972-8442

<table>
<thead>
<tr>
<th>Request Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>User Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee ID:</td>
</tr>
<tr>
<td>(Required)</td>
</tr>
<tr>
<td>User Name:</td>
</tr>
<tr>
<td>(Last Name)</td>
</tr>
<tr>
<td>Department:</td>
</tr>
<tr>
<td>Division:</td>
</tr>
<tr>
<td>* Unit:</td>
</tr>
</tbody>
</table>

*Please use abbreviations found in the UMDNJ Telephone Directory for Unit, Campus and Building*

- **PAGER TYPE**
  - Digital: $3.79 Basic, $9.45 Nationwide, $12.45 800
  - Alpha-Numeric: $13.44 Basic, $25.35 Nationwide

*(Please place an X next to your selection)*

**Budget Approval**

(Required for processing)

<table>
<thead>
<tr>
<th>Banner Index:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department/Division Head signature: Date</td>
</tr>
<tr>
<td>Administrator/Budget Office signature: Date</td>
</tr>
</tbody>
</table>

**For I.S.T. use only**

<table>
<thead>
<tr>
<th>Pager #:</th>
<th>CapCode #:</th>
<th>Group CapCode:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ver. 2.072607</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assigned Date:</td>
<td>Return Date:</td>
<td></td>
</tr>
<tr>
<td>Date Entered:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Figure 3 – Pager Request Form**