

ILLINOIS STATE POLICE DIRECTIVE
ADM-019, WIRELESS VOICE/DATA COMMUNICATIONS EQUIPMENT

RESCINDS: ADM-019, 2015-008, revised 03-13-2015.	REVISED: 10-26-2017 2017-082
RELATED DOCUMENTS: ADM-128, OPS-081	RELATED CALEA STANDARDS: 41.3.7

I. POLICY

NOTE: Regardless of other language in this directive, the use of a wireless communication device while driving in a school zone or construction or maintenance zone is prohibited.

The Illinois State Police (ISP) will:

- I.A. Within guidelines of the Illinois Department of Central Management Services (CMS), provide for and assign where needed, the most cost effective wireless voice/data communications capabilities in support of department operations.
- I.B. Establish, manage, and maintain written policy for acquiring, distributing, issuing, and using all wireless voice/data communications equipment.
- I.C. Regularly monitor billing and use of wireless voice/data communications equipment to ensure equipment necessity and policy compliance.
- I.D. Prohibit agency users in possession of a department-owned wireless device from using the device for data communication (i.e. text messaging or sending/receiving email, etc.) while driving a vehicle. This does not include using a mobile data computer (MDC) device to query a law enforcement data system.
- I.E. Require agency users in possession of a department-owned wireless device to maintain hands-free voice communications (such as using an earbud) while driving a vehicle. Regardless of the hands-free nature of the wireless communication device, its use is prohibited while driving in a school zone or construction or maintenance zone.
- I.F. Prohibit agency users in possession of a personally-owned wireless device from using the device for data communication (i.e. text messaging or sending/receiving email, etc.) while driving a department-owned vehicle.
- I.G. Require agency users in possession of a personally-owned wireless device to maintain hands-free voice communications (such as using an earbud) while driving a department-owned vehicle. Regardless of the hands-free nature of the wireless communication device, its use is prohibited while driving in a school zone or construction zone or maintenance.
- I.H. Prohibit the use of Illinois Wireless Information Network (IWIN) computers, cell phones, or other devices during a Code 2, Code 3, or Code Red response in accordance with ISP Directive OPS-081, "Emergency/High Speed Response Driving."
- I.I. Require department users in possession of a department-owned wireless device to list the phone number associated with the device in the Lotus Notes Address Book.

II. DEFINITIONS

- II.A. Telecommunications Liaison – an individual assigned by the commander of a specific work location to work directly with staff from the Telecommunications Section, Logistics Bureau, Division of Administration (DOA), regarding wireless equipment/service acquisitions and/or resolutions to related wireless issues.
- II.B. WAVE – a computer/smartphone application that provides for the use of Starcom21 talkgroups on smartphones, tablets, or computers using either cellular or Wi-Fi networks.

- II.C. Wireless voice/data communications equipment - any device capable of transmitting and receiving voice or data communications without plugging into a wired land-based phone network. For the purpose of this directive, such equipment will include cellular telephones, smartphones or iPhones for voice and/or data, and air cards.

III. RESPONSIBILITIES

- III.A. The appropriate Commander/Bureau Chief/Lab Director or designee of any entity to which wireless voice/data communications equipment is issued will:

- III.A.1. Ensure the instrument is properly used, maintained, and available for assignment to subordinates on a priority need basis.
- III.A.2. Annually review all equipment assignments to determine if continued issuance of the equipment is justified.
- III.A.3. Advise the Telecommunications Liaison if the wireless voice/data communications device is to be reassigned to another employee, transferred to another work unit, or canceled.
- III.A.4. Ensure all equipment is accounted for as directed in ISP Directive ADM-128, "Property Control."
- III.A.5. Review and certify the accuracy of wireless bills on the monthly Communications Revolving Fund billings received from CMS. Certification will be verified by the signature or the initials of the individual reviewing the bills.
- III.A.6. Ensure that when misuse of wireless equipment (whether personally-owned or department-issued) by an employee is demonstrated, appropriate disciplinary action is taken. This may include equipment with camera/video capability, as well as future equipment developed through new innovations in wireless technology.

- III.B. The Telecommunications Liaison will:

- III.B.1. Coordinate all requests with the Telecommunications Section.
- III.B.2. Coordinate equipment transfers with the Telecommunications Liaison receiving the transferred equipment.
- III.B.3. Notify the Telecommunications Section of any reassigned or transferred equipment within 30 days of the transaction and indicate the receiving Telecommunications Liaison has approved the transaction.
- III.B.4. Within 30 days of an employee leaving the Department, request a name change on equipment inventoried under their name if such equipment is being held for reassignment at a later date.
- III.B.5. Ensure equipment being held longer than 30 days for reassignment has the approval of the appropriate Colonel.
- III.B.6. When returning equipment ensure that all information entered into the device (i.e. directory information) is removed.

IV. PROCEDURES

- IV.A. Acquisition of wireless voice/data communications devices or associated equipment will be in accordance with CMS telecommunications guidelines.
- IV.B. It is recommended that users employ the use of personal identification numbers (PIN) to guard against cellular "cloning."

- IV.C. Users of smartphones will use the “password” feature to prevent unauthorized access of data information.
- IV.D. Prohibitions and restrictions on usage, record keeping, and reporting requirements applicable to other types of telephone systems, instruments, and service are applicable to wireless equipment and usage.
- IV.E. Use of wireless voice/data communication instruments
 - IV.E.1. Wireless voice/data communications equipment will be assigned to, and remain in the possession of, the employee(s) most in need of the communication capability at any given time and are considered instruments that can be reassigned at any time in the Department’s best interest. This equipment will be issued, as needed, to:
 - IV.E.1.a. Senior command (Commanders, Bureau Chiefs, Lab Directors, and above).
 - IV.E.1.b. Personnel whose immediate response to calls helps the Department achieve its mission and goals.
 - IV.E.2. The use of issued wireless communication equipment outside of the continental United States for official ISP business requires a request through the chain-of-command to the Colonel. If approved, the Colonel will forward the request to the Telecommunications Section, Logistics Bureau, DOA, who will obtain data roaming services for the equipment while the employee is out of country.
 - IV.E.3. The use of issued wireless communication equipment for data communication (i.e., text messaging or sending/receiving email) while driving a vehicle is prohibited.
 - IV.E.3.a. Using wireless communication equipment means typing and/or transmitting text communication or reading text communication while the vehicle is in motion.
 - IV.E.3.b. The use of IWIN MDCs while driving a department-owned vehicle is permitted if the MDC is required to conduct an inquiry into a law enforcement database system, and the officer is **not** responding to a Code 2, Code 3, or Code Red call.
 - IV.E.4. The use of issued wireless communication equipment for voice communication while driving a vehicle is permitted only when the device is used with hands-free listening device technology (such as an earbud) approved or provided by the Department. Personnel may not use wireless communication equipment for voice communication while on a response code (see ISP Directive OPS-081, “Emergency/High Speed Response Driving”) or while driving in a school zone or construction or maintenance zone.
 - IV.E.5. Cellular telephone users are to be cognizant of possible monitoring of airwaves by persons with scanners.
 - IV.E.6. Excessive personal use of data/text/voice is prohibited. Limited, incidental use may occur if it does not adversely affect the performance of official duties or incur charges in excess of the service package plan identified for necessary business use.
- IV.F. Personally-owned wireless communication devices
 - IV.F.1. Personal use of a personally-owned wireless communications device while on duty must be limited to a reasonable amount.
 - IV.F.1.a. The use of a personally-owned wireless communication device must not negatively affect the individual employee’s work productivity or ability to effectively complete their duties.
 - IV.F.1.b. Excessive or improper personal use of an employee’s personally-owned wireless devices may lead to the termination of approval for use of the equipment while on duty and could lead to disciplinary action.
 - IV.F.2. Users of personally-owned or non-state owned smartphones will not be granted connection to the ISP network unless prior approval is granted by the Director’s Office.

- IV.F.3. Except as provided for in labor relations agreement(s), the Department will not provide repair or replacement should the personally-owned equipment be lost, stolen, or damaged.
- IV.F.4. The use of a personally-owned wireless communication device for data communication while driving a department vehicle is prohibited.
- IV.F.5. The use of a personally-owned wireless device for voice communication requires the use of a hands-free device (such as using an earbud) while driving a department-owned vehicle. Regardless of the hands-free nature of the wireless communication device, the use of it is prohibited while driving in a school zone or construction or maintenance zone.
- IV.G. Service and repair/replacement/upgrade
 - IV.G.1. Requesting new wireless equipment/services
 - IV.G.1.a. The Telecommunications Section will coordinate all requests for wireless equipment/services with CMS. All requests for services/equipment will be directed to the Telecommunications Section through the Telecommunications Liaison.
 - IV.G.1.b. Lieutenant Colonels, Commanders, Bureau Chiefs, Lab Directors, and above, and supervisors of entities who believe their responsibilities meet the criteria and who wish to obtain cellular/data communications equipment, will contact their respective Telecommunications Liaison who will:
 - IV.G.1.b.1) Contact the Telecommunications Section to determine the content, form, and type of documentation needed by the requesting entity and CMS.
 - IV.G.1.b.2) Submit the required documentation, statements, and/or evidence of operational need through the chain-of-command to the appropriate Colonel for approval.
 - IV.G.1.c. Colonels will review the new activation request documentation and, if approved, send the justification for the need and any accompanying documentation to the Office of the Director for approval. Colonels will return all documentation to their Telecommunications Liaison.
 - IV.G.1.d. Telecommunications Liaisons will forward approved new activation requests and any accompanying documentation to the Telecommunications Section.
 - IV.G.1.e. The Telecommunications Section will:
 - IV.G.1.e.1) Review the request and ensure required documentation is included, as well as the Director's approval.
 - IV.G.1.e.2) Forward all approved requests to CMS for processing.
 - IV.G.1.e.3) Return the requests not approved through the respective Colonel.
 - IV.G.1.e.4) Inventory new smartphones prior to dissemination.
 - IV.G.1.f. Telecommunications Liaisons will notify the Telecommunications Section when wireless equipment requires replacement because such equipment is considered defective.
 - IV.G.1.f.1) Telecommunications Liaisons will acquire the respective Colonel's approval to replace equipment with similar equipment costing less than \$75.
 - NOTE:** Each respective Colonel will determine approval authority for their Division.
 - IV.G.1.f.2) Colonels will review replacement requests costing more than \$75 and, if approved, obtain the Director's approval for replacing equipment.
 - IV.G.1.f.3) The Colonel will return all documentation to their Telecommunications Liaison.

IV.G.1.f.4) Unless a phone is defective, it will not be eligible for an upgrade until it has been in service for at least nine months unless the upgrade is approved by the Office of the Director.

- IV.G.1.g. Telecommunications Liaisons will forward approved replacement requests and any accompanying documentation to the Telecommunications Section.
- IV.G.1.h. The Telecommunications Section will review the request and process the replacement accordingly.
- IV.G.1.i. The respective Colonel's office will obtain the Director's approval for requests to upgrade equipment in service less than nine months, regardless of the cost.
- IV.G.1.j. Requests to upgrade equipment in service more than nine months are subject to the \$75 replacement procedures.

IV.G.2. Requesting WAVE Access

IV.G.2.a. The WAVE application will be authorized for use only on state-issued devices.
 IV.G.2.b. Employees requesting WAVE must first review the CMS Mobile Device Security Policy (this form is available in the ISP Document Library at <http://maphome/documentlibrary/>) and sign the User Acknowledgement and Agreement.

IV.G.2.b.1) On the BYOD Device(s) line, requestors will indicate "N/A – State issued devices only."

IV.G.2.b.2) On the Services to be used line, requestors will indicate "Starcom21 WAVE Application."

IV.G.2.c. Requests for the WAVE application must be forwarded through the respective Colonel to the Director's Office for approval. Requests will include:

- IV.G.2.c.1) A description of the operational need justifying use of WAVE; and
- IV.G.2.c.2) A list of the talk groups being requested (the WAVE application can accommodate a maximum of two ISP Starcom 21 zones, with up to 16 talk groups per zone).

- IV.G.2.d. The approved request and signed User Acknowledgement and Agreement must be forwarded to the Division of Administration, Starcom 21 System Administrator.
- IV.G.2.e. The Starcom21 System Administrator will review and forward properly submitted/approved requests to Motorola for processing.
- IV.G.2.f. The Starcom21 Administrator will provide approved users a sign-on password and Starcom21 WAVE User Guide.
- IV.G.2.g. Loss, Theft, or Damage – in addition to the procedures outlined below in section IV.H. users of the WAVE application must notify the Starcom21 System Administrator as soon as practicable if any device (state-owned or otherwise) installed with the WAVE application is lost, stolen, or damaged.
- IV.G.2.h. Supervisors must notify the Starcom21 System Administrator when personnel no longer require the WAVE application (transfer, retirement, etc.).

IV.H. Lost, stolen, or damaged equipment

IV.H.1. Whenever a state-owned cellular phone, smartphone or iPhone device or air card is reported lost, stolen, or damaged during normal business hours, the Telecommunications Section is to be notified immediately. The Telecommunications Section will:

- IV.H.1.a. Notify the Information Services Bureau (ISB) Help Desk (during business hours) to cancel the ISP network connection on a smartphone or iPhone device.
- IV.H.1.b. If determined appropriate, notify CMS to cancel/suspend the service.
- IV.H.1.c. If determined necessary for operational need, replace equipment once the Director gives approval.
- IV.H.1.d. Retain documentation of the lost/stolen/damaged equipment, cancellation of network connection and/or service, and equipment replacement for a period of five years.

- IV.H.2. Whenever a state-owned cellular phone, smartphone or air card is reported lost, stolen, or damaged during non-business hours:
 - IV.H.2.a. The user will notify the Springfield Communications Center at 217/786-6677.
 - IV.H.2.b. The Springfield Communications Center will notify the ISB Help Desk to cancel the ISP network connection on a smartphone.
 - IV.H.2.c. If determined appropriate, the ISB Help Desk or the Springfield Communications Center will contact CMS at 800/366-8768 to suspend/cancel the service.
- IV.H.3. The reporting unit will ensure that:
 - IV.H.3.a. Sworn personnel complete a Field Report, form ISP 5-048 (available in the ISP Document Library at <http://maphome/documentlibrary/>) or utilize ISP reporting software for all lost, stolen, or damaged equipment. Code personnel must complete a memorandum. The Field Report, ICase or memorandum detailing circumstances surrounding the disappearance will be forwarded through the chain-of-command to the respective Colonel.
 - IV.H.3.b. The appropriate Colonel, in accordance with labor agreements, determines if the user is negligent and thus responsible for the cost to replace the equipment, or non-negligent and therefore not financially responsible. Colonels will acquire a Personnel Complaint (PC)/Personnel Complaint Referral (PCR) number from the Division of Internal Investigation (DII), if appropriate.
NOTE: The Telecommunications Section will not replace the equipment until this determination is received unless the provisions of paragraph IV.H.1.c are invoked.
- IV.H.4. Reimbursement for Lost or Damaged Items
 - IV.H.4.a. Except as otherwise agreed to in collective bargaining or supplemental agreements with employee unions, all costs associated with replacing items lost or damaged due to neglect by the employee, as determined by the Department, will be reimbursed by the employee.
 - IV.H.4.b. The Telecommunications Section will determine the replacement cost.
 - IV.H.4.c. Reimbursement will be in one of the following manners:
 - IV.H.4.c.1) Submitting a cashier's/certified check made payable to the ISP to the supervisor for forwarding to the Public Safety Shared Services Center (PSSC).
 - IV.H.4.c.2) Withholding the amount from the Department salary warrant.
 - IV.H.4.c.3) Initiating an Involuntary Withholding Request (C-33) to the Illinois Comptroller's Office to withhold monies from other state salary warrants.
- IV.I. Billing Procedures
 - IV.I.1. The cost center manager, or designee, will:
 - IV.I.1.a. Review and certify, through signature verification, the accuracy of the charges for service on the monthly Communications Revolving Fund billing received from CMS.
 - IV.I.1.b. Report any discrepancies in billing through their respective Telecommunications Liaison to the Telecommunications Section.
 - IV.I.1.c. Ensure all supervisors review CMS billing for accuracy and suspected abuse, including calls of twenty minutes or more and repetitive calls to unrecognized numbers. The supervisor and/or calling employee will certify through signature any calls in question.
 - IV.I.1.d. Ensure payment of the Communications Revolving Fund bill by C-13 voucher.
 - IV.I.1.e. Route any billing questions and all credit adjustment requests through the Telecommunications Liaison to the Telecommunications Section.
 - IV.I.1.f. Ensure an accurate inventory of all assigned cellular telephones, smartphones and air cards are maintained.

- IV.I.1.g. Review telephone billing statements for policy compliance and accuracy.
- IV.I.2. Supervisors will determine, after review of the employee's telephone bill, if telephone abuse is occurring.
 - IV.I.2.a. If the suspected abuse has occurred, the supervisor will notify the Colonel by written memorandum through the chain-of-command.
 - IV.I.2.b. All substantiated abuse will result in corrective action that may include reimbursement and discipline.
 - | IV.I.2.c. Reimbursement will be processed through the appropriate Colonel to the PSSSC.
 - IV.I.2.d. Reimbursement will be in accordance with CMS telecommunications guidelines and will be payable to the ISP.

| Indicates new or revised items.

-End of Directive-