

Procedure 1.1.8

Personal Mobile Device Access Request

Contact: Human Resources Director

1.1.8.1 Purpose

This procedure outlines the process for requesting, changing, and terminating mobile device access for a personal device.

Washington Technology Solutions (WaTech) refers to the “consolidated technology services (CTS) agency” identified in RCW 43.105.

1.1.8.2 Applicability

This procedure applies to all employees (Represented and Non-Represented General Service, WMS, and Exempt).

Requesting access for a personal mobile device

Note: The full provisions of the Mobile Device Access Request Form apply. Be sure to pay particular attention to the provisions that allow for wiping the device.

Action by:	Action:
Employee	A request form is required for the initial personal device and for each time the device is changed. If you replace a device, the old device must be terminated and a new request form must be completed for the new device.
Immediate Supervisor	Reviews the list of ActiveSync Approved Device List . Completes the Mobile Device Access Request form, and forwards to immediate supervisor.
	<i>Note: A separate Mobile Device Access Request form is required for each device the employee wants to connect.</i>
Immediate Supervisor	Reviews the request and the Mobile Device Decision Tree and makes a recommendation to the Appointing Authority. Among the factors a supervisor might consider are: <ul style="list-style-type: none">a. Does the employee need a mobile device and access to email or data to meet business needs?b. Does the person send and receive only non-confidential and non-sensitive information?
	If the answer to either of these questions is “no” access for a personal mobile not recommended. See the complete Mobile Device Decision Tree.

If the staff person is overtime eligible, he/she would not normally need access to phone or email outside of normal working hours. If the nature of the work requires a mobile device to meet the business needs, it is important to set expectations for the use of the device. If an employee is expected to check the mobile device for phone calls, messages, or email outside of their scheduled work hours, that time is considered time worked.

Appointing Authority	Approves or disapproves request and notifies the employee and supervisor.
Supervisor	If approved submits a request, with the approved Mobile Device Access Request form to the WaTech Solutions Center .
Solutions Center	Initiates a ticket and notifies the Mobile Device Staff of the request.
Mobile Device Staff	Completes the request and notifies the employee when the access is complete.
Stipend	If employee wishes to receive a stipend, complete the stipend request form.
Appointing Authority	Approves or disapproves the stipend request and returns form to employee.
Employee	Sends completed/approved stipend form to Human Resources.
Human Resources	Stores the original request in the employee's personnel file and sends copy to the DES Payroll Office.
DES Payroll	Will add stipend to the employee's paycheck.
Employee	Follows the ActiveSync End User Guide

Terminating access to a personal mobile device

When an employee leaves WaTech/CTS employment, or otherwise wishes to terminate their access to the State Shared Email service, the following procedure applies.

Action by:	Action:
Employee	Sends an email to the Solutions Center , with a cc to their immediate supervisor, to request termination of their access.
Supervisor	Reviews the request for termination and ensures termination action occurs.
Supervisor	Coordinate the termination of access with the employee and the State Shared Email service. The Mobile Device Staff will terminate access and the employee will delete all business

email/outlook records on the device in the presence of the Supervisor. Notify DES Payroll and HR to stop processing the payroll stipend.

DES Payroll

End payment of stipend. Update log.

Important: If the employee leaves WaTech/CTS employment without arranging for termination of access as above, WaTech/CTS may wipe the mobile device without notification. See the Mobile Device Access Request Form for the full provisions that allow for wiping a device.

References

- [Policy -- Use of Mobile Communication Devices 1.1.8](#)
- [Personal Mobile Device Access Request Form](#)
- [Mobile Device Decision Tree](#)
- [ActiveSync Approved Device List](#)
- [ActiveSync End User Guide](#)

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Approved By:



Director
