

Administrative Procedures for District-Issued Mobile Communications Devices

(Attachment for Policy No. 717)

Purpose

These Administrative Procedures are directed to officials, staff, and other authorized persons who are assigned a mobile communication device by the School District of Philadelphia (“District”). The goal is to provide clear expectations to all parties regarding the use and care of these devices. The District's responsibility is to assign a mobile communications device under Policy 717 - District-Issued Mobile Communications Devices. As such, the Office of Information Technology and Data Management (OITDM) is responsible for procurement/acquisition, distribution, tracking and inventory processes, and repair and replacement as deemed necessary.

Definitions

Mobile communications device: Any portable wireless telecommunications equipment that is provided by the District to officials, staff, and other authorized persons and utilized for the transmission and/or reception of voice, photographs, video, or computer data. Such devices include, but shall not be limited to, cellular or mobile telephones, wireless modems, and portable Internet appliances.¹

Procedures

Procurement of Mobile Communications Devices

- OITDM purchases, pursuant to procurement policies, all cellular/mobile phones and portable wireless modems (“hotspots”).
- Requests for the purchase of cellular/mobile phones must be submitted to OITDM for review and approval.

Mobile/Cellular Phone Eligibility

The following staff are eligible for District-issued mobile/cellular phones:

- Central Administration Staff
 - The current list of staff eligible for District cell phones can be found [here](#).
- School-Based Staff
 - Principals
 - Assistant Principals
 - Building Engineers

¹*Note:* This does not include pagers or two-way radios. Those devices can be purchased at the school-level and may be done in coordination with the Office of School Safety.

Mobile/Cellular Phone Request Process

- To request a District-issued cellular phone, eligible staff must open a service request using the “IT Help Desk” tile in the Employee Portal.
- A representative of the Telecommunications team will review the request and provide next steps.
- Cellular devices must be picked up from Suite 404 in the Education Center. Pick-up appointments will be scheduled with a representative of the Telecommunications team.

OITDM Inventory Management of Cellular Phones

- Cellular Phone Assignment
 - Cellular phones will be assigned directly to a staff member.
 - OITDM maintains an inventory of the cellular phone and phone number issued to a staff member.
- Usage Monitoring
 - The Telecommunications team regularly audits cellular phone usage data from our contracted provider.
 - Cellular phone devices will be deactivated **without notice** if there is no device usage for 180 days.

Staff Responsibilities for District-Issued Cellular Phones

- Staff are expected to use reasonable care to prevent the loss, theft, damage and/or unauthorized use of cellular phones.
- Staff cannot transfer their District-issued cellular phone to another individual, even in instances of direct staff transition (i.e., a principal cannot hand off their District-issued cellular phone to the next principal coming into the building).
- Upon separation, staff are required to surrender District-issued cellular phones. The device lock password should be removed from the cellular phone.
- District-issued cellular phone numbers **cannot be transferred to personal accounts** at time of employee separation or retirement.

Cellular Phone Theft

- In instances of theft where reasonable care has been taken, the staff member will not be held financially responsible.
- In instances of theft where reasonable care was not taken, the staff member will be held financially responsible.
- Once a replacement device is available, the staff member will be responsible for picking up it from the Education Center.
- **Reporting Procedures:**
 - Theft on District property requires a serious incident report to be submitted to the staff member’s immediate supervisor. An official police report is required.

- Theft at any other location
requires an official police report documenting the theft. A copy must be submitted to their immediate supervisor.
- All instances of theft must be reported to the IT Help Desk immediately and include the relevant serious incident report number and/or police report number.

Cellular Phone Loss

- In instances where a staff member loses their District-issued cellular phone, the staff member will be held financially responsible.
 - Once a replacement device is available, the staff member will be responsible for picking up it from the Education Center.
- **Reporting Procedure:** All instances of lost District-issued cellular phones should be reported to the IT Help Desk.

Cellular Phone Damage

- Mobile communications devices purchased by OITDM include limited warranty coverage. Damage beyond this coverage may be the responsibility of the staff member or their employing department.
- If a cellular phone is damaged, the staff member should open a service request through the IT Help Desk to report the damage and receive support from the Telecommunications team.

Maintenance Schedule

These Procedures shall be reviewed upon review of the Policy, or upon the occurrence of a triggering event

Related Information:

[Acceptable Use Policy](#)
[Employee Code of Ethics](#)