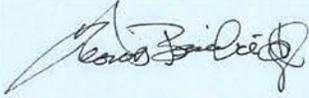


APPOINTING AUTHORITY APPROVAL: 	POLICY NUMBER: <b>HR059</b>
AUTHORITY: Ohio IT Policy ITP-H.2; Ohio IT Policy IT-04	EFFECTIVE DATE: <b>04/13/08</b> AMENDED: <b>06/30/11</b> AMENDED: <b>06/11/13</b> AMENDED: <b>03/17/14</b> AMENDED: <b>08/25/15</b> APPROVAL DATE: <b>04/13/08</b> AMENDED: <b>06/30/11</b> AMENDED: <b>06/07/13</b> AMENDED: <b>03/17/14</b> AMENDED: <b>08/25/15</b>

### I. Purpose:

This policy establishes controls on the use of state-provided telephones and services to ensure that they are appropriately used for the purposes for which they were acquired. Industrial Commission (IC) of Ohio employees are provided and assigned telephones in order to facilitate communication in conducting business on behalf of the Industrial Commission. The IC may assign state issued cellular phones to IC staff to provide cost effective customer service. State issued cellular phones are potentially subject to a higher risk of inappropriate use and consequently, there is a higher fiduciary responsibility to regulate them. Additionally, this policy addresses the limits on use of personal cellular phones during business hours.

### II. Applicability:

This policy applies to all employees of the Industrial Commission of Ohio.

### III. Definitions:

- Wired (VoIP) telephone – local and long distance telephone service
- Wireless – use of various electromagnetic spectrum frequencies, such as radio and infrared, to communicate services, such as data and voice, without relying on a hardwired connection, such as twisted pair, coaxial, or fiber optic cable.
- Cellular telephone – cellular/digital telephone service
- Telephone service – unless otherwise stated, telephone service includes both wired telephones and wireless telephones.

## IV. Policy:

### A. Use of State-Provided Telephones and Services

Restrictions on the use of IT resources outlined in this policy apply to wired and wireless telephone devices and services, including facsimile machines as the IC's multifunction printers (MFPs) provide e-mail, fax, photocopy, print and scan functions, and XMedius (fax software) are connected to the agency's telephone service.

#### 1. Wired Telephones

The IC recognizes that it may be necessary for an IC employee to make or accept a limited number of personal telephone calls while at work. However, the number and duration of such personal telephone calls are to be kept to a minimum. Additionally, personal calls should, whenever possible, be limited to an employee's lunch hour or authorized breaks. The IC does recognize that there may be limited occasions when an IC employee may need to make or receive a personal call outside of the employee's lunch hour or authorized break. Work related local or long distance calls do not have to be logged.

#### 2. Wireless Telephones

The Chairperson or Executive Director of the IC may authorize the use of state-owned cellular telephones to individual IC employees, departments, and/or sections in order to ensure operational needs are met. The IC's IT department will issue state-owned cellular telephones as authorized in order to assist those employees whose work demands regularly fluctuate and who also travel on a routine basis (e.g. regional/district offices, authorized speaking engagements, off-site meetings or conferences, etc.) to perform their job duties. Examples of these employees include, but are not limited to, deputy directors, executive staff, and district and regional office managers.

Personal calls made or received on an IC issued cellular telephone are only acceptable in emergency situations or with prior supervisory knowledge. The use of assigned state-owned cellular phones will be closely monitored. Overuse or abuse, and/or failure to adequately reimburse for personal calls if required may result in forfeiture of a state-owned cellular phone privileges and/or disciplinary action up to and including removal.

If the assigned state-owned cellular phone breaks, it shall be replaced. However, if the cause is determined to be neglect or carelessness, the IC employee assigned the state-owned cellular phone will be responsible for

the cost of replacement. If the accessories are damaged as a result of negligence or carelessness, the employee will be responsible for the replacement costs.

If the assigned state-owned cellular phone is stolen or lost, the employee must immediately report it to his/her immediate supervisor, department head and/or the IT helpdesk. Additionally, the employee may be required to complete any and all necessary paperwork in reporting a theft (i.e., police report, IC incident report, etc.). Failure to promptly notify appropriate management of loss or theft may result in forfeiture of a state-owned cellular phone privileges and/or disciplinary action up to and including removal.

#### **B. Personal Cellular Telephone Usage**

The IC recognizes that it may be necessary for an IC employee to use his/her personal cellular telephone (e.g. to accept or receive telephone calls, texting, etc.) while at work. In order to ensure and maintain the IC's required level of customer service, the number and duration of such usage shall be kept to a minimum. Whenever possible, personal cellular telephone usage shall take place during the employee's lunch hour or authorized breaks. If an employee has his/her personal cellular phone at work, the cellular phone ringer must be set on vibrate so as not to disturb co-workers and/or customers. The IC management reserves the right to restrict personal cellular telephone use during meetings, seminars/conferences and/or trainings. Abuse or overuse of personal cellular telephones during working hours may result in disciplinary action up to and including termination. No IC employee will be required to utilize his/her personal cellular phone for state business. The IC's senior management team may elect to utilize their personal cellular telephones for state business. If such election is made, no reimbursement will be provided.

#### **C. Personal Long Distance Calls**

Personal long distance calls made from wired telephones and charged to the State of Ohio are prohibited. In emergency situations, employees should use a personal credit card, "phone card" or charge the call to a third party number. If none of these options are available, the employee can, with supervisory approval, bill the emergency call to the State of Ohio. Fiscal Management will contact the employee to collect the money owed.

**CALLS TO 1-900 NUMBERS ARE STRICTLY PROHIBITED.**

#### **D. 800 Service**

The use of Industrial Commission 800 service is specifically for the benefit and convenience of claimants, employers and their representatives. Employees are prohibited from circulating the 800 number to family or friends and are prohibited from accepting personal calls on the 800 service.

#### **E. Returning Calls**

Care should be taken in returning calls to unrecognized area codes and telephone numbers, as the number could be a pay-per-call number.

#### **F. Personal Business**

Personal business, which involves an activity undertaken for profit or gain of any kind, shall not be conducted from any IC telephone. IC employees cannot circulate their IC telephone number (e.g., wired telephone or state-owned cellular (telephones) as a telephone number at which they can be reached for personal business. Personal business cards and materials shall not have an IC issued telephone number listed as the contact number. In addition, personal business, which involves activity undertaken for profit or gain of any kind, shall not be conducted from any personal cellular telephone while on IC property or on state time.

#### **G. Disciplinary Actions**

Violation of this policy may result in disciplinary action, up to and including removal, under IC policy HR007 Disciplinary Guidelines, section 5 (A) (10). Additionally, individuals are subject to loss of Agency information technology resources access privileges, as well as civil, and criminal prosecution.