6.3.1 Communications Technologies

I. Eligibility

LSUHSC-S provided cellular telephone service, Blackberries/PDAs and off-site high speed access (DSL, Cable, aircards,etc) are available to support official university business. Devices and service may be acquired and used only after receiving specific, written approval from the Department Head and/or Chancellor if required.

Guidelines have been established which help determine if a request will be approved. Favorable consideration shall be given to any request when the use of the service relates to life or death situations, personal safety, or when a bona fide business need exists.

Protection of life and property - the job duties of the individual require the performance of duties that could impact the protection of life and property and/or personal safety. These duties may be impeded without immediate access (inbound and/or outbound) to the public telephone network and/or the institution's IT network regardless of time of day or location of the employee.

Improved efficiency and effectiveness - the job duties of the individual require immediate access (inbound and/or outbound) to the public telephone network and/or the institution's IT network for recall, consultation, decision making, and/or to complete their assigned duties and responsibilities. Lack of instantaneous communications or network connectivity could have significant effect on the operational efficiency of the institution and/or significant impact on the economic or political welfare of the state.

II. Department Responsibilities

Each Department must assure each request meets the eligibility requirements, the approval process is followed, and funds are available. Non-state budgeted funds are required for device and/or equipment purchases. Equipment or service(s) may not be ordered or acquired before final approval is secured. Each Department must ensure that the service(s) is(are) terminated if the requesting subscriber no longer meets eligibility requirements or no longer requires the service.

Each Department is responsible for controlling usage of cellular telephone service. Cellular service must include subscription to the call-detail billing feature. Subscriber employees and the Department must certify each month that charges are according to contract prices and that the authorized payments for charges meet the original purpose. Use of the service(s) must comply with all applicable federal and state laws, rules and regulations. Each Department is responsible for maintaining all documentation and must comply with Administrative Directive 6.9 governing records retention. Additionally, the Department is required to maintain an inventory of all Eligible Services and devices in operation and the

employee that they are assigned to.

III. Eligible Services

1. Institutionally provided cellular telephones and monthly service charges (minutes) on State Contract.
2. Institutionally provided Blackberry devices on State Contract. Services that may be included:
   a. Network access/email
   b. Cellular telephone service
   c. Tethering
3. Wireless Card – air card services on State Contract.
4. Data plans or tethering on personal Blackberries or PDAs used to support business needs.
5. High Speed Access – personal DSL, cable or satellite used to support business needs.

IV. Procuring Devices & Services

Each Department and subscriber must first determine the needs or usage requirements for the individual employee. This includes the device(s) needed, approximate number of minutes and/or appropriate data plan to be used each month, the area of travel where service will be required, and the features and functionality of the device(s) and/or service(s) to be acquired.

For Eligible Services 1 – 3, state contracts are available and have been structured to permit Auxiliary Services to work directly with contract vendors. Auxiliary Services has Blanket Purchase Orders established with all State Contract Vendors and will process all invoices. Auxiliary Services will review all reimbursement requests to insure appropriate approvals are in place.

V. Procedures

When a need is identified, the subscriber shall complete a Communications Technology Request (CTR). The request shall be reviewed and approved by the respective Department Head and forwarded to Auxiliary Enterprises for processing. See the specific procedures for each type of technology.

1. Cellular Phones – Submit CTR with an approved Internal Transaction for device cost and monthly cellular plan to Auxiliary Services. The IT must be signed by the appropriate Department Head. A justification letter approved by the Chancellor must also be provided for cellular phone service.
2. Blackberries and/or PDAs – Submit CTR with an approved Internal Transaction for device cost, applicable activation and license fees, and monthly data fee to Auxiliary Services. The IT must be signed by the appropriate Department Head. If Blackberry device is to have cellular phone service, a justification letter approved by the Chancellor shall be attached.
3. Wireless Card (aircard) – Submit CTR along with an approved Internal Transaction for

device cost and monthly data fee to Auxiliary Services. The IT must be signed by the appropriate Department Head.

4. Reimbursement for monthly Data Fees – Employees may request reimbursement for data or tethering fees on their personal Blackberry or PDA if the usage had a business purpose. Submit CTR, the initial reimbursement requisition approved by the Department Head and the carrier invoice to Auxiliary Services. Subsequent reimbursement requests for the user shall only require the requisition and invoice.
5. Reimbursement for High Speed Access (DSL, cable or satellite home service) – Submit CTR with justification approved by the Chancellor to Auxiliary Services. Requests for reimbursement shall be by requisition approved by the Department Head and include a copy of the monthly statement from the service provider. Subsequent reimbursement requests for the user shall only require the requisition and invoice.

VI. Personal Usage

Data Usage – Most carriers offer unlimited data plans as their state contract offering thus personal usage will not result in any additional cost to the institution. Any account with data overages will be evaluated to determine the correct usage and plan parameters.

Personal Cellular Phone Calls – In the event total minutes utilized exceeds the plan limit, reimbursement shall be based on personal call minutes up to but not greater than the cost of the minutes that exceed the plan. For example, the cellular plan includes 500 minutes while the user accumulates 545 minutes of use. If the user had 60 minutes of personal phone usage, the reimbursement responsibility would be for 45 minutes at the plan per minute rate charge as the user would not have gone over the plan limit without the personal calls. No reimbursement is required when total plan minutes are not exceeded.