

ADMINISTRATIVE DIRECTIVE

6.3.3 Blackberry PDAs

Blackberry PDAs are the only portable devices that have been approved to access LSUHSC-S e-mail. Blackberry devices are used in conjunction with the Blackberry Enterprise Server (BES) (that is owned by Auxilliary Enterprises and managed by Computer Services) to provide secure, HIPAA-compliant, authenticated access to e-mail. BES is a standard supported by the Louisiana Division of Administration, LSUHSC-S, and LSUHSC-NO and is the only approved method of accessing e-mail using the cellular telephone network. Other vendors have announced agreements with Research In Motion (RIM - the patent-holder for BES) such that their devices will be able to send and receive e-mail using the BES. Only RIM devices are approved for accessing LSUHSC-S e-mail.

Three configurations exist for Blackberry users.

- Data Services only
- Data and state-approved Cellular Services
- Data and Personal Cellular Services

University acquired Blackberry devices that are used only for business e-mail and cellular services are procured by the university through the Office of Telecommunications Management utilizing a state contract which currently offers Nextel, Cingular, Verizon and Sprint data services.

All payment for Blackberry devices must be made with non-state-budgeted funds including but not limited to grants and improvements funds – Peoplesoft Funds 113 or 112. Recurring monthly charges may be expensed to budgeted operating funds – Peoplesoft Funds 111 or 115.

- I. Data Services Only - University email and internet access
 - A. Procurement - Department must submit an internal transaction to Microcomputer Services for device acquisition.
 - B. Costs
 - i. Device - \$249 and up,
 - ii. Set up fee is \$150 (includes service provider activation and BES license fees),
and
 - iii. Monthly data cost includes unlimited air time.
 - C. Payment - Monthly services charges will be billed back to the department and will appear on the department's monthly telephone report.

2. Data and Cellular Services - University email, internet and cellular phone service
 - A. Procurement – Approval must be granted by the Chancellor for university-funded cellular services in accordance with Administrative Directive 6.3.1. Once approved, department will submit an internal transaction to Microcomputer Services for device acquisition. Consult with Auxiliary Services on what providers can provide “split billing” to allow for data and cellular services on a single device.
 - B. Costs
 - i. Device - is \$249 and up,
 - ii. Set up fee is \$150 (includes service provider activation and BES license fees), and
 - iii. Monthly data cost includes unlimited air time. Cellular costs will depend on the plan required by the user.
 - C. Payment - Monthly services charges will be billed back to the department and will appear on the department’s monthly telephone report.
3. Data and Personal Cellular - University email, internet and personal cellular service
 - A. Procurement – LSUHSC-S cannot purchase a Blackberry device in which personal cellular service will be assigned.
 - i. The user must purchase the Blackberry device and service with personal funds.
 - ii. The user must set up their Exchange email account in accordance with Administrative Directive 6.3.2.
 - iii. Users may be reimbursed for their data services by the University.
 - iv. Data services must be primarily for University business purposes.
 - B. Costs are borne by the user; however, data services may be reimbursed.
 - C. Payment - The user must submit their monthly invoice and reimbursement requisition to Auxiliary Services who will authorize reimbursement for data services only. Auxiliary Services will then forward the requisition to Travel/Direct Pay. The Blackberry device cost and personal cellular services charges will not be reimbursed.
 - D. Only Blackberry devices are eligible for personal reimbursement.
4. Users who have a Blackberry device who wish to utilize the BES for business email may obtain connectivity through the Microcomputer Services office. Users will be charged a one-time \$100 license and activation fee and a \$5.00 monthly support fee for this access. Departments may pay these fees via IT. Users may also be reimbursed for data services using the method described above (3.b.).
5. The use of Blackberry data services shall be for official state purposes only. The University will only support those Blackberry devices that are connected to the

University's Blackberry Enterprise Server (BES).

6. Microcomputer Services will provide user training and account setup on the Blackberry server as well as technical support for the supported applications. Microcomputer Services will maintain an inventory of a BES-connected units and charge the departments for services rendered on a periodic basis.
7. Departmental Responsibility
 - A. Departments will be responsible for justifying and controlling the appropriate usage of acquired devices.
 - B. Departments will provide current and approved billing information to Microcomputers Services for all devices acquired.
 - C. All acquired devices become the property of the department upon receipt. Departments are responsible for repair and maintenance of the devices after the initial warranty period.
 - D. Insurance costs vary and are in addition to the above fees.