



ADMINISTRATIVE PROCEDURE

SUBJECT: DISTRICT ELECTRONIC DEVICES AND TELECOMMUNICATION SERVICES	Number <u>I-14</u>	Effective Date: Issued: <u>11/1/90</u> Revised: <u>11/22/13</u> <u>05/22/15</u>	Page 1 of 5
--	-------------------------------------	--	--------------------

PURPOSE:

The purpose of this administrative procedure is to establish the guidelines for the assignment and use of District devices, including but not limited to desk phones, cellular phones, electronic tablets and other mobile devices (the "Electronic Devices") for Contra Costa Water District employees at District facilities and temporary offices and the assignment of District Telecommunication services. Telecommunication services include wired or wireless services.

POLICY:

A. District-Issued Electronic Devices

District-issued Electronic Devices are selected by the Information Systems Department for business purposes only. There may be an occasional call or text message of a personal nature for good reason (i.e., emergency), but personal use should be kept to a minimum to avoid impacting productivity and the potential for increased cost to the District.

B. Assignment of District-Issued Electronic Devices

Approval for the assignment of District-issued Electronic Devices shall be based upon the criteria set forth below:

1. The General Manager, Assistant General Managers, and department heads are generally assigned an Electronic Device except in those instances in which it is deemed unnecessary.
2. Various positions which by the nature of the job require connectivity with District network services to be productive and available to communicate with other employees, contractors, and service providers may be assigned an Electronic Device if it can be demonstrated that:

- a. The employee's ability to conduct the District's business and to make timely business decisions is significantly delayed without an Electronic Device.
- b. The use of other means of communication is determined to be inadequate.

C. Use of Email and Internet Access

District approved Electronic Devices may provide access to District Email and/or Internet services. Use by District employees of District Email and/or Internet is subject to the terms of Administrative Procedure I-18 (Electronic Mail Policy), or any related policy currently in effect. Any paperwork and/or agreement required of employees by AP I-18 (Electronic Mail Policy) including issuance of an email address shall be completed by the employee and approved prior to activation of the Electronic Device.

D. Use of Text Messages

Text messaging is a succinct method of business communication between staff, and similar to how staff might use voice mail and/or email. Text messages may be practical in situations such as: changes in meeting time or place, current location, availability, arrival at job site, short list of materials needed, etc. Text messages sent or received on District-issued Electronic Devices are the property of the District and subject to review by supervisors and management at any time. Accordingly, employees have no expectation of privacy when texting from a District-issued Electronic Device.

E. Personal Use

Because the Email, Internet Systems and Electronic Devices are the property of the District, the District reserves the right to monitor and inspect its systems at any time to ensure they are being used for business purposes and are otherwise in compliance with District policies and practice. Accordingly, employees do not have the right of privacy in the information or materials they create, transmit, receive, access, or store on the District systems, regardless of the location of the systems.

When conducting District business, employees should use the District-issued Electronic Device. Any District business electronically transmitted on personal electronic devices are considered to be District records and are subject to disclosure under the California Public Records Act, Government Code, Sections 6250 et seq. or in discovery proceedings in litigation. This may include review of personal data, images and personal transactions.

PROCEDURE:

A. Request/Approval for Electronic Devices

The procedures to be followed in order to receive approval for the use of a District-issued Electronic Device shall be to submit a Telecommunications Request Form to the Information Systems Department which maintains the current form.

1. The employee must provide a written explanation, reviewed and approved by the appropriate department authority, which details the need for an Electronic Device, based upon the criteria set forth in the previous Policy section.
2. The explanation contained in the Telecommunications Request Form shall be reviewed by the Information Systems Manager, or designee, whose signature on the request form shall be required before forwarding the request to the General Manager or designee who will review for final approval.

B. Use of Electronic Devices

Electronic Devices should only be used in accordance with existing laws.

1. Hands-free while Driving

While operating a motor vehicle, California drivers are prohibited from using a mobile device without a hands-free feature. Each department shall provide hands-free devices to staff who use District Electronic Devices in District vehicles. A hands-free device may be a wired or wireless headset, earpiece, or in-vehicle system.

2. Text Messaging

Do:

- Text messages are informal and a casual form of communication. Use telephone, e-mail or memorandum for important work issues.
- Keep text messages simple and to the point. Communicate briefly and succinctly.
- Be aware of surroundings and use common sense while reading or typing text.

- Determine if a text message is sufficient. Examples are:
 - To ascertain availability for work assignment or meeting
 - To set up agreed time to have a discussion
 - To send a reminder of meeting times, locations and/or changed details
- Respond to workplace text messages in a timely manner.
- Remember that receiver may not be able to respond immediately.
- Confirm that receiver has ability to receive text messages, such as an Electronic Device rather than a land line.

Do Not:

- Do not make or check text messages while driving. It is unsafe and **against the law**.
- Do not check or make text messages while walking. Stay aware of your surroundings for safety reasons.
- Do not check any electronic device for messages during meetings. It is inconsiderate not to provide your associates with your full attention.
- Do not use text messaging for complex and/or serious issues. Face-to-face communications or a telephone call is best.
- Do not use text messaging for urgent matters requiring discussion.
- Do not be rude or so terse as to be misunderstood. Be aware of your text message tone and take the time to be considerate.
- Do not use acronyms, emoticons, or abbreviations where they might be misunderstood. Know your audience and use clear language.

C. Requests for New Telecommunication Services

The procedure to be followed to order telecommunication services shall include filling out the current Telecommunications Request Form, which is available by contacting the Information Systems Help Desk. Such form shall be submitted to the Information Systems Department in a timely manner to ensure that services are installed and available when needed.

D. Reimbursement: Electronic Devices

The District's Electronic Device rate plans use a shared pool of minutes for Electronic Devices, so personal communication should be done sparingly to avoid the District exceeding the shared minutes and incurring additional charges. The District has determined based on a review of actual charges that personal use is De Minimis and has not caused the District to incur additional charges by exceeding the shared pool of minutes. Therefore, personal use does not currently require reimbursement.

Administrative Procedure

I-14: DISTRICT ELECTRONIC DEVICES AND TELECOMMUNICATION SERVICES

Effective: November 1, 1990

Revised: May 22, 2015

Page 5 of 5

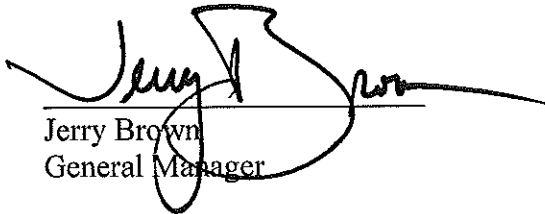
RESPONSIBILITY

The General Manager or designee is responsible for approving requests for District-Issued Electronic Devices. Decisions shall be based upon the information provided by the requesting department as set forth in this administrative procedure.

Compliance with this Administrative Procedure is the responsibility of all staff communicating with or to District-issued Electronic Devices. Any employee who uses an Electronic Device in an inappropriate manner and/or in a manner that violates District policy is subject to discipline, up to and including termination.

Each department shall be responsible for its employees with respect to the enforcement of this Administrative Procedure.

APPROVED:



Jerry Brown
General Manager