

# ILLINOIS STATE POLICE DIRECTIVE

## ADM-019, WIRELESS VOICE/DATA COMMUNICATIONS EQUIPMENT

<b>RESCINDS:</b> ADM-019, 2022-013, revised 02-01-2022	<b>REVISED:</b> 12-06-2023 <span style="float: right;"><b>2023-182</b></span>
<b>RELATED DOCUMENTS:</b> ADM-128, OPS-081, SRV-225	<b>RELATED CALEA STANDARDS (6<sup>th</sup> Edition):</b> 41.3.7, 41.3.8, 81.1.2, 81.2.2, 81.2.4, 81.2.7, 81.2.8, 81.3.1, 81.3.2, 81.3.3

### I. POLICY

The Illinois State Police (ISP) will:

- I.A. Within guidelines of the Illinois Department of Innovation and Technology (DoIT), provide for and assign where needed, the most cost-effective wireless voice/data communications (WVDC) capabilities in support of department operations.
- I.B. Establish, manage, and maintain written policy for acquiring, distributing, issuing, and using all WVDC equipment, including, but not limited to, tracking the acquisition, distribution, issuance, transfer, and retirement of such devices.
- I.C. Regularly monitor billing and use of WVDC equipment to ensure equipment necessity and policy compliance.
- I.D. Prohibit agency users in possession of a department-owned wireless device from using the device for data communication (i.e., text messaging or sending/receiving email, etc.) while driving a vehicle. This does not include using a Mobile Data Computer (MDC) device to query a law enforcement data system.
- I.E. Require agency users in possession of a department-owned wireless device to maintain hands-free voice communications (such as using an earbud) while driving a vehicle. Regardless of the hands-free nature of the wireless communication device, its use is prohibited while driving in a school, construction, or maintenance zone.
- I.F. Prohibit agency users in possession of a personally-owned wireless device from using the device for data communication (i.e., text messaging or sending/reading email, etc.) while driving a department-owned vehicle.
- I.G. Require agency users in possession of a personally-owned wireless device to maintain hands-free voice communications (such as using an earbud) while driving a department-owned vehicle. Regardless of the hands-free nature of the wireless communication device, its use is prohibited while driving in a school, construction, or maintenance zone.
- I.H. Prohibit the use of MDCs, cell phones, or other devices during a Code 2, Code 3, or Code Red response in accordance with ISP Directive OPS-081, "Emergency/High Speed Response Driving."
- I.I. Require Department users in possession of a department-owned wireless device to list the phone number associated with the device in the Outlook Address Book by going to [https://partner.illinois.gov/\\_layouts/15/DoIT.SP.ADIM/ModifyProfile.aspx?Source=https%3a//partner.illinois.gov/Pages/default.aspx](https://partner.illinois.gov/_layouts/15/DoIT.SP.ADIM/ModifyProfile.aspx?Source=https%3a//partner.illinois.gov/Pages/default.aspx). Updates may take up to 24 hours to reflect the changes.

### II. DEFINITIONS

- II.A. Confidential Data – highly sensitive data intended for limited, specific use by a workgroup, department, or group of individuals with a legitimate interest need-to-know.
- II.B. Mobile Data Computer (MDC) – a laptop version of a personal computer that can be used by field staff to obtain wireless mobile access to external data sources.
- II.C. Personal Identifiable Information (PII) – any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means (i.e., Social Security Number (SSN), driver's license information, medical records, etc.)

- II.D. Property Custodian – the designee of the property manager at a given location who is charged with exercising authority over and responsibility for property. Others can be designated to assist the Property Custodian.
- II.E. Telecommunication Coordinator – an individual assigned to the Telecommunication Section within the Division of Justice Services (DJS), Logistics Bureau, who oversees the daily requests from each Telecommunication Liaison.
- II.F. Telecommunication Liaison – an individual assigned by the Commander/Bureau Chief/Lab Director of a specific work location (i.e., Bureau, Troop, Zone, etc.) to work directly with staff from the Telecommunication Section, Logistics Bureau, DJS, regarding wireless equipment/service acquisitions and/or resolutions to related wireless issues.
- II.G. Telecommunications Service Request (TSR) – a form available on the DoIT website, <https://doit.illinois.gov/services/order-services/telecomcoord/forms-telecom.html>, used by ISP Telecommunication Coordinators to request a WVDC or cellular line of service from DoIT.
- II.H. WAVE – a computer/smartphone application that provides for the use of STARCOM21 talk groups on smartphones, tablets, or computers using either cellular or Wi-Fi networks.
- II.I. Wireless voice/data communications (WVDC) equipment/device – any device capable of transmitting and receiving voice or data communications without plugging into a wired land-based phone network. For the purpose of this directive, such equipment will include cellular telephones for voice and/or data, air-cards, hotspots, and laptops, including MDCs, or other similar devices.
  - II.I.1. Inventoried WVDC equipment/device – a WVDC that requires a cellular line of service to function as needed, and is required to be added into Systems, Applications, and Products (SAP) and tracked with an inventory asset tag, or similar (i.e., laptops, MDCs, etc).
  - II.I.2. Non-inventoried WVDC equipment/device – a WVDC that requires a cellular line of service to function as needed, but is NOT required to be added into SAP and tracked with an inventory asset tag, or similar (i.e., cellular telephones, hotspots, etc.)

### III. RESPONSIBILITIES

- III.A. The appropriate Commander/Bureau Chief/Lab Director or designee of any entity to which WVDC equipment is issued will:
  - III.A.1. Ensure WVDC equipment is properly used, maintained, and available for assignment to subordinates on a priority need basis.
  - III.A.2. Annually review all WVDC equipment assignments to determine if continued issuance of the equipment is justified.
  - III.A.3. Advise the Telecommunication Liaison when a non-inventoried WVDC device is to be reassigned to another employee, transferred to another work unit, or terminated.
  - III.A.4. Ensure all WVDC equipment that is required to be inventoried is accounted for as directed in ISP Directive ADM-128, "Property Control."
  - III.A.5. Review and certify the accuracy of the monthly Technology Management Revolving Fund billings received from DoIT as it pertains to WVDC equipment within their control by initialing the bills.
  - III.A.6. Ensure appropriate disciplinary action is taken in response to the misuse of WVDC equipment (whether personally-owned or department-issued), including, but not limited to, equipment with camera/video capability, as well as future equipment developed through new innovations in wireless technology.

III.B. The Telecommunication Coordinator will:

- III.B.1. Coordinate and submit all TSRs to DoIT to activate or deactivate a line of services for WVDC devices.
- III.B.2. Coordinate non-inventoried WVDC devices with the DoIT End User Computing (EUC) Unit.
- III.B.3. Update appropriate information into the DoIT Enterprise Management System (EMS) when needed.
- III.B.4. Maintain open communication with the EUC Unit and notify their supervisor when issues arise through the chain-of-command.
- III.B.5. Maintain copies of lists for all physical media that has been destroyed by the EUC Unit.

III.C. The Telecommunication Liaison will:

- III.C.1. Coordinate all requests with the Telecommunication Section as it relates to the assignment, replacement, transfer, or termination of non-inventoried WVDC equipment or services.
- III.C.2. Ensure that all information entered into or held on the non-inventoried WVDC device is removed, including, but not limited to, directory information or other PII.
- III.C.3. Notify the Telecommunication Section of any non-inventoried WVDC equipment that needs to be held due to possible litigation, FOIA, or other foreseen reasons.
- III.C.4. Reconcile all non-inventoried WVDC devices assigned to personnel within their work unit on a quarterly basis.

III.D. The Property Custodian will:

- III.D.1. Maintain and update the ISP inventory system in accordance with ISP Directive ADM-128, "Property Control," for any new, replaced, transferred, or retired WVDC equipment which is required to be inventoried.
- III.D.2. Coordinate all requests with the EUC Unit or appropriate Property Custodian (for example if a user transfers to another work unit) as it relates to the assignment, replacement, transfer, or termination of inventoried WVDC equipment.
- III.D.3. Ensure that all information entered into or held on the inventoried WVDC device is removed, including, but not limited to, directory information or other PII.
- III.D.4. Notify the EUC Unit of any inventoried WVDC equipment that needs to be held due to possible litigation, FOIA, or other foreseen reasons.
- III.D.5. Reconcile all inventoried WVDC devices assigned to personnel within their work unit on a quarterly basis.

III.E. The End User Computing (EUC) Unit will:

- III.E.1. Request new lines of service for any inventoried WVDC equipment by submitting a completed TSR, or equivalent, to the Telecommunication Section.
- III.E.2. Determine if returned inventoried WVDC equipment can be reissued or retired from use.
- III.E.3. Update the end user's name within the DoIT EMS for any returned WVDC equipment that can be reissued.

- III.E.4. Submit a completed TSR, or equivalent, to the Telecommunication Section to deactivate the line of service for any inventoried WVDC device that should be retired from service, or it is determined the cellular service is no longer needed.
- III.E.5. Comply with ISP Directive SRV-225, "Procedures for the Removal of Information and Destruction of Physical Media," for the removal of information and destruction of physical media. The EUC Unit will provide a list of all WVDC devices destroyed to the Telecommunication Section as they occur.

#### IV. PROCEDURES

##### IV.A. Non-inventoried WVDC

IV.A.1. Acquisition of non-inventoried WVDC devices will be in accordance with DoIT telecommunications guidelines, which can be found at <https://doit.illinois.gov/content/dam/soi/en/web/doit/services/order/telecomcoord/documents/doit-tc-guide.pdf>

IV.A.1.a. Telecommunication Liaisons will submit requests for all non-inventoried WVDC equipment to the Telecommunication Section via email at [ISP.TelcoRequests@illinois.gov](mailto:ISP.TelcoRequests@illinois.gov).

IV.A.1.b. The email request will include the following information:

- IV.A.1.b.1) An approval from the Division Deputy Director's Office as an attachment.
- IV.A.1.b.2) User's Name
- IV.A.1.b.3) Type of request (i.e., new phone or upgrade)
- IV.A.1.b.4) Requested area code if requesting a new line, existing number if it is an upgrade.
- IV.A.1.b.5) Preferred carrier
- IV.A.1.b.6) Whether a protective case is required (i.e., OtterBox)
- IV.A.1.b.7) Telecommunication Cost Center or accounting unit (AU) that the line should be assigned for billing purposes.
- IV.A.1.b.8) Justification if the phone is being requested as a rush. Rushed phones are limited to emergencies only.
- IV.A.1.b.9) Preferred pickup location (Springfield or Des Plaines – EUC Unit).

IV.A.1.c. The Telecommunication Coordinator will complete a TSR form and submit it to the DoIT via email at [DoIT.Prov@illinois.gov](mailto:DoIT.Prov@illinois.gov).

IV.A.1.d. DoIT will log the appropriate information into the EMS.

IV.A.1.e. When the device is received from the carrier, the EUC Unit will contact the end user to schedule a time to meet in person or, if preferred by the end user, have the device sent with detailed set-up instructions for activation. The EUC Unit will install a mobile device management system at this time on each device.

##### IV.A.2. Transfer of non-inventoried WVDC devices and termination of cellular service

IV.A.2.a. When an end user transfers to another work location, they will, within 30 calendar-days from the effective transfer date, contact the Telecommunication Liaison from the outbound location and advise them of the new location the device should be transferred.

IV.A.2.b. When the end user's non-inventoried WVDC equipment is no longer needed due to retirement, resignation, leave of absence, suspension, termination, or their command determines the device is no longer needed for their current assignment; the supervisor will contact the assigned Telecommunication Liaison within their current work unit and advise that the service needs to be terminated and to return the device(s).

IV.A.2.c. Telecommunication Liaisons must notify the Telecommunication Section within 10 calendar-days of receiving notification from the end-user or their supervisor that

cellular service needs to be terminated. The Telecommunication Liaison will include in their email the following information:

- IV.A.2.c.1) Phone number
- IV.A.2.c.2) Serial number, if applicable. (For iPhone, go to Settings, General, About, Serial Number).
- IV.A.2.c.3) Date the device was returned to the Liaison from the end user.
- IV.A.2.c.4) Plans for the equipment

- IV.A.2.c.4)a) If the device is being reassigned, the Telecommunication Liaison will include the new end user's name. The Telecommunication Liaison will arrange with the EUC Unit to have the phone reimaged and reassigned to the new end user on the MobileIron Blueprint, or equivalent.
- IV.A.2.c.4)b) If the device is being returned, the email should state to deactivate the line of service and include details of when the device will be delivered to the EUC Unit.

IV.A.3. The Telecommunication Section will request termination for the line of service by submitting a TSR form, or equivalent, to DoIT. The request to terminate the line of service will occur no later than 20 calendar-days from the date notification was sent by the Telecommunication Liaison.

IV.A.4. If non-inventoried WVDC devices are to be held longer than 30 days for reassignment, the device must be transferred to the name of the Telecommunication Liaison and approved by the appropriate Deputy Director's Office.

#### IV.B. Inventoried WVDC

IV.B.1. To request a new or replacement MDC or laptop from the EUC Unit, the Commander, Bureau Chief, or their designee, must complete a request form available at <https://forms.office.com/g/bjgMU8rqPc>. The requester must obtain approval from the Deputy Director's Office, or their designee's, approval before submitting any request.

IV.B.2. When an employee retires, resigns, takes a leave of absence, or is terminated, the Property Custodian must batch and return the equipment to the EUC Unit within DoIT.

IV.B.3. When returned equipment is received from the EUC Unit, they will determine if the equipment can be reissued or needs to be retired from service.

IV.B.3.a. When the EUC Unit determines a line of service is no longer needed, they will complete and submit a TSR, or equivalent, to request the deactivation of the line of service for the device to the Telecommunication Section.

IV.B.3.b. The Telecommunication Section will request the termination for the line of service within 30 calendar-days from the date the EUC Unit notified the Telecommunication Section. The Telecommunication Section will maintain documentation to demonstrate compliance.

IV.B.4. If the EUC Unit transfers a cellular Subscriber Identification Module (SIM) card between equipment, they must update the EMS and SAP inventory system. This section also pertains to any inventoried WVDC device which contains an electronic SIM card.

#### IV.C. Use of WVDC equipment/devices

IV.C.1. WVDC equipment will be assigned to, and remain in the possession of, the employee(s) most in need of the communication capability at any given time and are considered instruments that can be reassigned at any time in the Department's best interest. This equipment will be issued, as needed, to:

- IV.C.1.a. Senior command (Commanders, Bureau Chiefs, Lab Directors, and above).
- IV.C.1.b. Personnel whose immediate response to calls helps the Department achieve its mission and goals.

IV.C.2. The use of issued wireless communication equipment outside of the continental United States for official ISP business requires a request through the chain-of-command to the Deputy Director's Office. If approved, the Deputy Director's Office will forward the request to the Telecommunication Section, DJS, who will obtain data roaming services for the equipment while the employee is out of country.

IV.C.3. The use of issued wireless communication equipment for data communication (i.e., text messaging or sending/receiving email) while driving a vehicle is prohibited.

IV.C.3.a. Using wireless communication equipment means typing and/or transmitting text communication or reading text communication while the vehicle is in motion.

IV.C.3.b. The use of MDCs, or equivalent, while driving a department-owned vehicle is permitted if the MDC is required to conduct an inquiry into a law enforcement database system, and the officer is **not** responding to a Code 2, Code 3, or Code Red call.

IV.C.4. The use of issued wireless communication equipment for voice communication while driving a vehicle is permitted only when the device is used with hands-free listening device technology (such as an earbud) approved or provided by the Department. Personnel may not use wireless communication equipment for voice communication while on a response code (see ISP Directive OPS-081, "Emergency/High Speed Response Driving") or while driving in a school, construction, or maintenance zone.

IV.C.5. Cellular telephone users are to be cognizant of possible monitoring of airwaves by persons with scanners.

IV.C.6. Excessive personal use of data/text/voice is prohibited. Limited, incidental use may occur if it does not adversely affect the performance of official duties or incur charges in excess of the service package plan identified for necessary business use.

IV.C.7. Users of smartphones will keep their location tracking on unless there is an operational need for it to be deactivated. Once the need is over, users will reactivate the location services. For iPhones, this is located under Settings, Privacy and Security, Location Services, "On".

IV.C.8. Users of smartphones must use the "passcode" feature to prevent unauthorized access of data information.

IV.C.9. Prohibitions and restrictions on usage, record keeping, and reporting requirements applicable to other types of telephone systems, instruments, and service are applicable to wireless equipment and usage.

**NOTE:** Location tracking will not be used to track individual employees. The intended purpose is to assist the Department in the recovery of lost cellular phones and/or devices.

#### IV.D. Personally-owned wireless communication devices

IV.D.1. Personal use of a personally-owned wireless communications device while on duty must be limited to a reasonable amount.

IV.D.1.a. The use of a personally-owned wireless communication device must not negatively affect the individual employee's work productivity or ability to effectively complete their duties.

IV.D.1.b. Excessive or improper personal use of an employee's personally-owned wireless devices may lead to the termination of approval for use of the equipment while on duty and could lead to disciplinary action.

- IV.D.2. Users of personally-owned or non-state owned smartphones will not be granted connection to the ISP network unless prior approval is granted by the Director's Office.
  - IV.D.3. Except as provided for in labor relations agreement(s), the Department will not provide repair or replacement should the personally-owned equipment be lost, stolen, or damaged.
  - IV.D.4. The use of a personally-owned wireless communication device for data communication while driving a department vehicle is prohibited.
  - IV.D.5. The use of a personally-owned wireless device for voice communication requires the use of a hands-free device (such as using an earbud) while driving a department-owned vehicle. Regardless of the hands-free nature of the wireless communication device, the use of it is prohibited while driving in a school zone or construction or maintenance zone.
- IV.E. Service and repair/replacement/upgrade
- IV.E.1. Requesting new wireless equipment/services
    - IV.E.1.a. The Telecommunication Section will coordinate all requests for wireless equipment/services with DoIT. All requests for services/equipment will be directed to the Telecommunication Section through the Telecommunication Liaison.
    - IV.E.1.b. Assistant Deputy Directors, Commanders, Bureau Chiefs, Lab Directors, and above, and supervisors of entities who believe their responsibilities meet the criteria and who wish to obtain cellular/data communications equipment, will contact their respective Telecommunication Liaison who will:
      - IV.E.1.b.1) Contact the Telecommunication Section to determine the content, form, and type of documentation needed by the requesting entity and DoIT.
      - IV.E.1.b.2) Submit the required documentation, statements, and/or evidence of operational need through the chain-of-command to the appropriate Deputy Director's Office for approval.
    - IV.E.1.c. The Deputy Director's Office will review the new activation request documentation and, if approved, send notification to their Telecommunication Liaison.
    - IV.E.1.d. Telecommunication Liaisons will forward approved new activation requests and any accompanying documentation to the Telecommunication Section.
    - IV.E.1.e. The Telecommunication Section will:
      - IV.E.1.e.1) Review the request and ensure required documentation is included, as well as the Deputy Director's Office approval.
      - IV.E.1.e.2) Forward all approved requests to DoIT for processing.
      - IV.E.1.e.3) Return the requests not approved through the respective Deputy Director's Office.
    - IV.E.1.f. Telecommunication Liaisons will notify the Telecommunication Section when wireless equipment requires replacement because such equipment is considered defective.
      - IV.E.1.f.1) Telecommunication Liaisons will acquire the respective Deputy Director's Office approval to replace equipment with similar equipment.
        - NOTE:** Each respective Deputy Director will determine approval authority for their division.
      - IV.E.1.f.2) Each Deputy Director's Office will review replacement requests.
      - IV.E.1.f.3) The Deputy Director's Office will return all documentation to their Telecommunication Liaison.

- IV.E.1.f.4) Unless a phone is defective, it will not be eligible for an upgrade until it has been in service for at least ten months.
  - IV.E.1.g. Telecommunication Liaisons will forward approved replacement requests and any accompanying documentation to the Telecommunication Section.
  - IV.E.1.h. The Telecommunication Section will review the request and process the replacement accordingly.
- IV.E.2. Requesting WAVE Access
  - IV.E.2.a. The WAVE application will be authorized for use only on state-issued devices.
  - IV.E.2.b. Employees requesting WAVE must first review the DoIT Mobile Device Security Policy and sign the User Acknowledgement and Agreement.
    - IV.E.2.b.1) On the BYOD Device(s) line, requestors will indicate "N/A – State issued devices only."
    - IV.E.2.b.2) On the Services to be used line, requestors will indicate "STARCOM21 WAVE Application."
  - IV.E.2.c. Requests for the WAVE application must be forwarded through the respective Deputy Director's Office to the Director's Office for approval. Requests will include:
    - IV.E.2.c.1) A description of the operational need justifying use of WAVE; and
    - IV.E.2.c.2) A list of the talk groups being requested (the WAVE application can accommodate a maximum of two ISP STARCOM21 zones, with up to 16 talk groups per zone).
  - IV.E.2.d. The approved request and signed User Acknowledgement and Agreement must be forwarded to the Division of Statewide 9-1-1 STARCOM21 System Administrator.
  - IV.E.2.e. The STARCOM21 System Administrator will review and forward properly submitted/approved requests to Motorola for processing.
  - IV.E.2.f. The STARCOM21 Administrator will provide approved users a sign-on password and the STARCOM21 WAVE User Guide.
  - IV.E.2.g. Loss, Theft, or Damage – in addition to the procedures outlined below in section IV.H., users of the WAVE application must notify the STARCOM21 System Administrator as soon as practicable if any device (state-owned or otherwise) installed with the WAVE application is lost, stolen, or damaged.
  - IV.E.2.h. Supervisors must notify the STARCOM21 System Administrator when personnel no longer require the WAVE application (transfer, retirement, etc.).
- IV.F. Lost, stolen, or damaged WVDC equipment
  - IV.F.1. Whenever state-owned WVDC equipment is reported lost, stolen, or damaged during normal business hours, the Telecommunication Section is to be notified immediately. The Telecommunication Section will:
    - IV.F.1.a. Notify the DoIT Help Desk (during business hours) to terminate the ISP network connection on the WVDC equipment.
    - IV.F.1.b. If determined appropriate, notify DoIT to terminate/suspend the service.
    - IV.F.1.c. If determined necessary for operational need, replace equipment once the Director gives approval.
    - IV.F.1.d. Retain documentation of the lost/stolen/damaged equipment, termination of network connection and/or service, and equipment replacement for a period of five years.
  - IV.F.2. Whenever state-owned WVDC equipment is reported lost, stolen, or damaged during non-business hours:
    - IV.F.2.a. The user will notify the Communications Command Center (CCC) at 217/786-6677.



- IV.F.2.b. The CCC will notify the DoIT Help Desk at ISP.HelpDesk@illinois.gov to terminate the ISP network connection on the device. The CCC will include the Telecommunication Section on the email (ISP.TelcoRequests@illinois.gov) in case additional follow-up is needed.
- IV.F.2.c. If determined appropriate, the DoIT Help Desk or the CCC will contact the DoIT Service Desk at 217/524-3648 to suspend/terminate the service. Option 1 is used for computers and option 4 is used for all other telecommunication devices.

IV.F.3. The reporting unit will ensure that:

- IV.F.3.a. Sworn personnel complete a Field Report, form ISP 5-048, or utilize ISP reporting software for all lost, stolen, or damaged equipment. Code personnel must complete a memorandum. The report or memorandum detailing circumstances surrounding the disappearance will be forwarded through the chain-of-command to the respective Deputy Director's Office.
- IV.F.3.b. Sworn or code personnel lost or stolen equipment reports listed above must contain the following:
  - IV.F.3.b.1) Whether confidential information was stored on the device.
  - IV.F.3.b.2) If confidential data or PII was stored on the device, document what type.
  - IV.F.3.b.3) Document what action steps were, or will be, taken to reduce the likelihood of the release of confidential data.
- IV.F.3.c. The appropriate Deputy Director, in accordance with labor agreements, determines if the user is negligent and thus responsible for the cost to replace the equipment, or non-negligent and therefore not financially responsible. Deputy Directors will acquire a Personnel Complaint (PC)/Personnel Complaint Referral (PCR) number from the Division of Internal Investigation (DII), if appropriate.

**NOTE:** The Telecommunication Section will not replace the equipment until this determination is received unless the provisions of paragraph IV.F.1.c are invoked.

IV.F.4. Reimbursement for Lost or Damaged Items

- IV.F.4.a. Except as otherwise agreed to in collective bargaining or supplemental agreements with employee unions, all costs associated with replacing items lost or damaged due to neglect by the employee, as determined by the Department, will be reimbursed by the employee.
- IV.F.4.b. The Telecommunication Section will determine the replacement cost.
- IV.F.4.c. Reimbursement will be in one of the following manners:
  - IV.F.4.c.1) Submitting a cashier's/certified check made payable to the ISP to the supervisor for forwarding to the ISP Office of Finance (OOF).
  - IV.F.4.c.2) Withholding the amount from the Department salary warrant.
  - IV.F.4.c.3) Initiating an Involuntary Withholding Request (C-33) to the Illinois Comptroller's Office to withhold monies from other state salary warrants.

IV.F.5. Property Control

All users of inventoried WVDC equipment shall comply with the provisions of ISP Directive ADM-128, "Property Control," insofar as such equipment is a personal inventory item subject to quarterly inventory reporting.

IV.G. Billing Procedures

IV.G.1. The cost center manager, or designee, will:

- IV.G.1.a. Review and certify, through signature verification, the accuracy of the charges for service on the monthly Technology Management Revolving Fund billing received from DoIT.
  - IV.G.1.b. Report any discrepancies in billing through their respective Telecommunication Liaison to the Telecommunication Section.
  - IV.G.1.c. Ensure all supervisors review DoIT billing for accuracy and suspected abuse, including calls of 20 minutes or more and repetitive calls to unrecognized numbers. The supervisor and/or calling employee will certify through signature any calls in question.
  - IV.G.1.d. Ensure payment of the Technology Management Revolving Fund bill through the SAP system.
  - IV.G.1.e. Route any billing questions and all credit adjustment requests through the Telecommunication Liaison to the Telecommunication Section.
  - IV.G.1.f. Ensure an accurate list of all assigned cellular devices is maintained for each bill.
  - IV.G.1.g. Review telephone billing statements for policy compliance and accuracy.
- IV.G.2. Supervisors will determine, after review of the employee's telephone bill, if telephone abuse is occurring.
- IV.G.2.a. If the suspected abuse has occurred, the supervisor will notify the Deputy Director's Office by written memorandum through the chain-of-command.
  - IV.G.2.b. All substantiated abuse will result in corrective action that may include reimbursement and discipline.
  - IV.G.2.c. Reimbursement will be processed through the appropriate Deputy Director's Office to the ISP OOF.
  - IV.G.2.d. Reimbursement will be in accordance with DoIT telecommunications guidelines and will be payable to the ISP.

IV.H. Quarterly Reconciliations/Discrepancies

Telecommunication Liaisons and Property Custodians will perform quarterly reconciliations for all WVDC devices assigned to personnel within their work unit. If a discrepancy is discovered, they will report it to the Telecommunication Section and/or EUC Unit within 30 calendar-days. Paperwork regarding the quarterly reconciliations and any discrepancies corrected will be maintained with their respective work units.

| Indicates new or revised items.

**-End of Directive-**