



Inspector General Manual

Chapter 203 – Communication Devices (Computers, Telephones, Wireless Devices, Network Appliances, Calling Cards, etc.)

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1. General

- A. This policy promotes the efficient use of all OIG issued communication devices (computers, network appliances, personal digital assistants, RIM-Blackberry, office telephones, cellular telephones, facsimile, e-mail, internet, calling cards, and services) and other telecommunications services. These devices are intended for official business use. However, limited personal use of these devices is permitted as defined in paragraph 2 below.
- B. The CIO or designee is responsible for acquiring, assigning, administering, reviewing, and terminating wireless services.
- C. Information Technology will provide quarterly Call Detail Reports to AIG's, GC, and CIO. Call Detail Reports contain the specifics of telephone calls (number called from, number called to, date and time of call, length of call, etc.).
- D. Employees are responsible for the proper use, care, and protection of communication devices in their care. Employees are responsible for exercising good judgment in using OIG-provided communication devices safely, efficiently, and economically.

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- E. The OIG will periodically evaluate compliance with this policy to determine whether communication devices are being used economically and effectively.
- F. Improper use of communication devices and calling cards that do not meet the limited personal use exception may be grounds for disciplinary or other administrative action. Employees are responsible for reimbursing the OIG for costs associated with improper use of communication devices.

2. Limited Personal Use

Postal Service policy "Limited Use of Government Office Equipment" (Management Instruction EL-660-2000-5) applies to all OIG employees. Ultimately, management makes the final judgment call of what is reasonable personal use of government resources to fully comply with the Office of Government Ethics' Standards of Ethical Conduct, applicable to the Postal Service, which provide that "an employee has a duty to protect and conserve Government property and shall not use such property, or allow its use, for other than authorized purposes." 5 C.F.R. § 2635.704(a).

3. Cellular Telephones and Wireless Data services

- A. AIG's, GC, and CIO have the authority to approve issuance of cellular telephones and mobile data services.
- B. Information Technology will select a service plan that accommodates the operation or position. The standard cellular plan is 300 minutes per month. The CIO and the Deputy IG will approve any service plans over 300 minutes of use.
- C. The Contracting Officer's Representative (COR) will certify each invoice.
- D. Information Technology will submit invoices to management and the name of the employee(s) that exceed prescribed service plans.
- E. When available, cellular telephones may be programmed with a second personal line for personal usage. The personal number is a separate contract between the employee and the service provider. The employee

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is responsible for all charges and administration associated with second line operation.

- F. Personal Use of OIG issued cellular phones (both inbound and outbound calls) is limited to no more than four phone calls over the course of a five-day work week, with the duration of each call no more than five minutes. Personal use of cellular phones however shall not interfere with employee's regular duties and responsibilities.

4. Office Telephones

- A. Office telephones are for official OIG business but limited local calling is allowed.
- B. The COR or government designee will certify local and long distance invoices for payment.
- C. Information Technology will provide quarterly detailed reports to AIG's, GC, and CIO.

5. E-mail and Internet

The following activities with OIG communication devices are expressly prohibited; unless necessary in order to further an authorized investigation or administrative inquiry.

- A. Spamming, hacking or forwarding chain letters (e.g., spamming - mass mailing of e-mail without a legitimate business purpose; hacking – unauthorized access to any computer file, system, or network).
- B. Viewing or downloading sexually explicit material.
- C. Participating in internet chat rooms, listening to internet radio web casts, or any other non-work related activity that degrades the OIG's internet system performance.
- D. Communication that is discriminatory, harassing, defamatory, or threatening.
- E. Any activity that violates state or federal laws or compromises intellectual property rights (i.e., copyrights).

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6. Telephone Calling Cards

- A. Telephone calling cards are issued to employees for conducting official business.
- B. Employees should use their assigned telephone calling cards to make official telephone calls when away from the office to the maximum extent practical.
- C. OIG employees on temporary duty travel are authorized one telephone call on the OIG-issued calling card to their families in each 24-hour period for a length not to exceed 5 minutes. If the numbers of calls or call duration exceed the above standards, employees are responsible for reimbursing the OIG for the associated costs.

7. Loss/Theft Notification

- A. Employees must immediately notify the OIG Client Support at 703-248-2148 of any theft or loss of a communication device. Client Support will request suspension or termination of the services from the provider and obtain confirmation.
- B. Employees must also notify their supervisors of the theft or loss.
- C. Employees will submit a written statement to their director explaining the circumstances of the loss or theft, including steps to locate or recover the device. The director will forward the statement to the CIO.
- D. Depending on the circumstances of the loss or theft (acts of gross negligence, repeated loss etc.) employees may be required to pay for the replacement and/or be subject to disciplinary action.

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