



Effective Date:

Page 1 of 4

POLICY 15-14

Cancels: Procedures 15-16, 15-17
See Also: Policy 15-17

Rex Derr, Director

Pol 15-14 Using Agency Telephone Service and Equipment

This policy applies to all staff using state provided telephone service and equipment.

1. Agency Has the Right to Monitor Use

The agency has the right to monitor the use of all state-owned telephones for any legitimate business purpose.

2. Employees Are Responsible for Protecting Equipment

Employees are responsible for safeguarding all state-owned equipment from theft, loss or damage.

3. Some Personal Use is Allowed

The Executive Ethics Board allows limited, unofficial use of a state-owned telephone so long as the usage fits into the "de minimis" category.

An employee may use the state provided telephone ONLY IF each of the following conditions are met:

- There is little or no cost to the state; the use
- Is brief in duration, occurs infrequently, and is the most effective use of time or resources;
- Does not interfere with the performance of official duties;

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Executive Ethics Board

Date: 3/10/06 RD



POLICY 15-14

- Does not disrupt or distract from the conduct of state business due to volume or frequency;
- Does not disrupt other state employees or obligate them to make a personal use of state resources, and
- Does not compromise the security or integrity of state property, information, or software.

Appropriate personal use may include such things as making medical appointments, calling home to ensure children arrived safely after school, notification to family about a change to work schedule, transportation coordination, or child or elder arrangement.

Making an emergency call to 911 or informing family members of a change to work hours or travel arrangements is not considered personal and is always permitted.

4. Some Personal Uses are Prohibited

Prohibited unofficial uses would include, but are not limited to, use for:

- Conducting an outside business or private employment;
- The purpose of supporting, promoting the interests of, or soliciting for an outside organization or group (unless provided for by law or authorized by an agency head or designee);
- Assisting in a campaign for election of a person to office or for a ballot proposition;
- The purpose of participating in or assisting in an effort to lobby the state legislature, or a state agency head;

APPROVED
Executive Ethics Board

Date: 3/10/06 *JK*



POLICY 15-14

- Conduct that is prohibited by federal or state law or rule, or state or agency policy;
- Communications incompatible with a professional workplace;
- Any personal calls outside of working hours (i.e. - returning to workplace to use state resources for personal convenience.)

5. Long Distance Business Calls Made on SCAN Lines When Possible

SCAN lines provide the lowest price for long distance calling. Business calls should always be placed on a SCAN line when available. Headquarters, Regions, and parks having SCAN lines should always use them for long distance business calls. Long distance non-business calls are not permitted on SCAN lines.

6. SCAN Plus Cards Used for Long Distance Business Calls Only

Use SCAN Plus cards issued by the Department of Information Services to place long distance business calls when:

- working at home;
- in travel status, or
- at locations where SCAN lines or more economical rates are not available.

7. Field Staff in Park Housing Pay for Non-Business Related Long Distance Calls

Field staff living in park housing will pay monthly for personal long distance calls on lines billed to the agency.

APPROVED
Executive Ethics Board

Date: 3/10/06



POLICY 15-14

8. Personal Calling Cards Used for Non-Business Related Long Distance Calls

Headquarters and Region staff will use personal calling cards to place long distance calls that are not business related from agency telephones.

9. Violation of This Policy May Result in Disciplinary Action

Violation of this policy may subject the employee to disciplinary action by the agency. In addition the Executive Ethics Board may impose sanctions that include reprimand, recommending removal of employee from the position, financial penalty, and payment of damages and investigative costs.

10. Use May be Restricted

Supervisors and managers are authorized to restrict an employee's personal use of telecommunications technology systems. Supervisors and appointing authorities are responsible for corrective and/or disciplinary action necessary as a result of the inappropriate personal use of agency phones and equipment.

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