



Chapter: Phones, Computers, and Information Technology
Subject: 17-03 – Department Cellular Device Use
Effective: April 19, 2022
Supersedes: Official Order 21, Section 21.1.4, dated May 16, 2018
Distribution: Department Members

PURPOSE: Proper and courteous telephone use by members is essential to establishing and maintaining the public image of the department. This Order provides policy and procedure for the proper use of department cellular devices.

17-03-1 USE OF DEPARTMENT-ISSUED CELLULAR DEVICES

- A. Cellular Devices are defined as: cellular phone, smartphone, connected tablet, wireless air card, wireless modem, mi-fi (or Jet Pack).
- B. General Requirements
 - (1) Members issued department cellular phones for business use shall carry the department-issued cellular phone with them while on duty. Such members, however, are not required to carry their issued cell phone while off duty.
 - (2) Cellular voicemail shall be checked several times during each workday and calls shall be returned by the next working day.
 - (3) If a member has been issued a cellular device that is no longer being used by that member, it shall be returned to the Communications Unit, along with the Wireless Device Return form, (IT-091).
 - (4) Department members that have been issued a smartphone or tablet must have the Mobile Device Management (MDM) software installed on their device. MDM software shall only be removed by the Communications Unit, or authorized DTMB personnel. MDM adds another layer of encryption making the device more secure and allows department-issued devices to meet Criminal Justice Information Services (CJIS) requirements.
- C. Requests and Changes
 - (1) Requests for new cellular devices shall be submitted on the Wireless Device Request form (IT-088), signed by the district/division commander and bureau commander, and forwarded to the Communications Unit, [MSP-Phones](#).
 - (2) Refer to the IT-088i Wireless Device Request Matrix for general guidelines, approval, and cost information.

- (3) Cellular devices are assigned to a department member and shall be transferred with the member.
- (4) Mobile numbers are assigned to a department member and shall be retained by the member when transferred. If required, the Communications Unit, can change the mobile number to reflect the new worksite assignment, if the number is assigned to a position or is retained due to restricted funding.
- (5) The Communications Unit shall be notified of personnel transfers in order to track and coordinate equipment and service. Cancellation of service, repair or replacement of equipment, or any other changes shall be coordinated through the Communications Unit. Upon a member's retirement from the department, their cellular devices shall be returned to the Communications Unit, with a completed Wireless Device Return form, (IT-091).

D. Handling Calls

- (1) Members answering department-issued cellular telephones shall identify themselves and their work unit unless they are part of a unit that conducts undercover operations.
- (2) Members issued department cell phones with enabled voicemail shall use the following greeting:

"Thank you for calling Mr./Ms./Sgt./Tpr. _____ of the Michigan State Police. I am currently unavailable to take your call. Please leave your name, telephone number, and the reason for your call and I will contact you at my earliest opportunity. Thank you and have a safe day."

E. Personal Usage

The following restrictions apply to personal use of department-issued cellular devices:

- (1) Department-issued cellular device shall be used only for official state business and shall not be used for personal calls or data.
- (2) Department members may use personally owned cellular telephones for personal calls in department vehicles if done so safely and in accordance with the written directive related to use of mobile communication devices while driving.

F. Vehicle Installation

- (1) District or division commanders and Leadership Team members who are often required to conduct business while traveling in a department vehicle may equip their assigned vehicle with a hands-free cellular telephone device.
- (2) Other department members who believe they also need such a device may only proceed with installation in their assigned vehicle with the approval of their bureau commander.

G. International Usage

- (1) Members shall notify the Communications Unit prior to international travel when taking their department-issued cellular device.

DIRECTOR

Annual Review Responsibility: Information Technology Division

Accreditation Standards: CALEA 26.1.1