



Chapter: Phones, Computers, and Information Technology
Subject: 17-10 – Non-Standard Communications Applications
Effective: December 1, 2023
Supersedes: Official Order 17-10, dated March 21, 2023
Distribution: Department Members

PURPOSE: This Order establishes department policy related to non-standard communications applications.

17-10-1 POLICY

To ensure the integrity of our recordkeeping processes and to avoid the appearance of impropriety, the use of non-standard communications applications on department-issued mobile devices, including cellular phones and tablets, require prior authorization. Except as otherwise provided in this Order, members shall not download or install non-standard communications applications to a department-issued mobile device.

17-10-2 DEFINITION

- A. Non-standard communications applications: Are any applications primarily intended to be used for two-way communication that are not installed by the manufacturer, department, or Department of Technology, Management and Budget (DTMB). This does not include web conferencing applications.

17-10-3 NON-STANDARD COMMUNICATIONS APPLICATIONS

- A. Non-standard communications applications shall only be used for legitimate business purposes.
 - (1) Members are required to obtain permission from their supervisor before using a non-standard communications application.
 - (2) Members are responsible for retaining records generated within the application in accordance with the department's retention schedules.

17-10-4 STANDARD COMMUNICATIONS APPLICATIONS

- A. Standard communications applications are those preinstalled on the device at the time of issuance (e.g., iMessage) or those installed by the department or the DTMB (e.g., Microsoft Teams). These applications may be used without seeking supervisor approval; however, communications in these applications shall be retained in accordance with state or federal law, department policy, and state acceptable use policies, including applicable retention schedules.

17-10-5 SOCIAL MEDIA APPLICATIONS

- A. Members may install and use, without further authorization, social media applications for platforms used by the department (Facebook, Instagram, Twitter, YouTube, and LinkedIn). Communication via such applications shall be in accordance with the department's social media policy.

DIRECTOR

Annual Review Responsibility:	Information Technology Division Transparency and Accountability Division
Accreditation Standards:	CALEA TBD