

# ORANGE COUNTY SHERIFF'S OFFICE



## GENERAL ORDER

<b>Effective Date:</b> September 13, 2023	<input checked="" type="checkbox"/> <b>Amends</b> - GO 13.1.11 (May 1, 2019)	<b>Number:</b> 13.1.11
<b>Distribution:</b> All Sworn Personnel	<b>Review Month:</b> September	<b>Reviewing Authority:</b> Undersheriff / Information Technology
<b>Subject:</b> Telecommunications		

This order consists of the following:

1. Purpose
2. Policy
3. Definitions
4. Procedures

1. **Purpose**

The purpose of this policy is to provide guidelines for the effective use of agency telecommunications devices to control costs, prevent damage to equipment, and injury to personnel.

2. **Policy**

It is the policy of the agency to provide telecommunications technology to its personnel that is appropriate and cost effective. The agency shall create a process to request telecommunications technology as well as document and monitor its proper use.

3. **Definitions**

- A. Basic Telephone Service – a recurring expense utilizing cellular service that satisfies the operational need to be issued a cellular based device that allows for the receipt and transmission of voice based calls.
- B. Cellular Device – equipment that can be configured to accept cellular service. Examples include cellular phones, smartphones, and tablets. Laptop computers as defined in GO [13.1.9](#) are excluded.
- C. Cellular Service – a commercial offering that allows voice and data communication to be transmitted wirelessly.
- D. Enhanced Telephone Service - a recurring expense utilizing cellular service that satisfies the operational need to be issued a cellular based device that allows for the receipt and transmission of voice based calls as well as text messaging.
- E. Mobile Device Management – a system that allows Information Technology (IT) to provision, control, and disable devices that use cellular service.
- F. Pager – a cellular device that only receives numeric or textual information.

- G. Smartphone Service – a recurring expense utilizing cellular service that satisfies the operational need to be issued a cellular based device that allows for the receipt and transmission of voice based calls, text messaging, access to the internet, and agency approved applications and services.
- H. Text Messaging – an optional feature of cellular service that allows for receipt of text, picture, and video messages.

### 3. **Procedures**

- A. Communications Systems  
Information Technology (IT) is responsible for the design, acquisition, installation, management, and repair of all data circuits, telephone systems, instruments, telephone lines, and related equipment belonging to the agency. Orange County Telecommunications is responsible for all County telecommunication equipment used by the agency.

- B. Service and Repair  
Requests for new or modified services will be submitted via e-mail to the IT Service Desk by the section commander or equivalent, or higher ranking official.

Requests for repair of any agency telephones, cell phones or pagers are to be made by contacting the Service Desk. Requests for repair of any County systems are to be made by contacting the Orange County Help Desk at (407) 836-2929.

- C. Cellular Service  
Cellular devices are intended to augment agency field operations in an effort to provide an expanded, more rapid and flexible communications capability. They are not to be used as a substitute for other more appropriate communications within a given situation.

Agency employees and other individuals who use agency and Orange County telecommunications equipment shall not move, disconnect, or attempt to repair any of these various items.

Issuing of cellular devices will be confined to those vehicles and employees the Sheriff or designee has determined to have a legitimate need.

- 1. New Service  
Requests for new cellular service will be directed to the requesting employee's Division Commander. Division Commanders are authorized to approve basic telephone service. Enhanced telephone and smartphone service also require the approval of the Undersheriff.

Requestors shall use the agency's portal to [submit the request](#) and will clearly state the intended purpose of the device as well as if it is a permanent assignment. Requestors should not ask for a specific device since technology changes rapidly. IT shall review the request and make a recommendation to the Division Commander for their review and decision.

If approved, the requesting division shall fund the purchase of the device, and ancillary equipment. IT is responsible for monthly service charges.

No privately owned cell phone will be converted to an agency cell phone plan. If the employee is approved to have a cell phone, the agency shall purchase the phone and pay for the monthly service. Employees shall not purchase a cell phone and donate it to the agency in order to use a better model phone.

Employees shall not use personally owned wireless devices to interact with agency network or e-mail.

2. General Use

Devices with enhanced telephone or smartphone service are computers and are to be used in a similar fashion. All General Orders related to computers are applicable to these devices.

Only applications approved by the employee's Division Commander and IT will be supported.

Devices supported by IT or whose monthly service are paid by IT shall be managed with a Mobile Device Management system and their text messaging will be captured using a centralized service.

3. Damaged Equipment or Upgrades

Minor repairs to cell phones from normal wear will be paid for by IT. If the unit must be replaced, the member's division shall fund the purchase. A Lost or Damaged Property report in [Blue Team](#) will be completed for damage to a cell phone beyond normal wear that results in a cost to the agency.

Devices submitted for repair to IT may require a reset to factory default settings and initial configuration. The recovery of data stored on the device will be the responsibility of the user of the device. IT shall make no attempt to reinstall or recover applications or data that does not have an explicit agency use.

Damaged devices that contain data required for investigations will be referred to the Digital Evidence Unit.

The Director of IT or their designee shall approve and coordinate all acquisitions, upgrades and repairs through IT.

4. Personal Use

Due to the fact all calls, in or out, are billed to the agency, calls should be restricted to business purposes with limited personal use. Long Distance use which results in an expense to the agency or Orange County Government is restricted to agency business only. Each cell phone plan

contains a specific number of airtime minutes. The agency is billed regardless, whether the minutes are used or not.

5. Cellular Service Transfers

When a position that is currently assigned cellular service is being vacated, the employee shall turn the cellular device into their section. Division Commanders shall determine whether the continued need for the cellular service is warranted. Based on their decision, they shall notify the IT Service Desk to suspend or terminate the account.

No cellular device will be passed along to another employee.

6. Suspension and Cancellation of Service

Devices that are not used for 60 days will be suspended by IT. Devices may be reinstated if the Section Commander approves the reinstatement via the agency's portal.

If after 60 days of suspension and no request to reinstate has been received, the service for the device will be cancelled. New service will need to be requested following the process described in C.1.

Failure to follow this policy results in lost inventory and unnecessary costs.

7. Pagers

Pagers will only be issued to agency members who do not have a cellular device that receives text messages. Personal devices may be used to receive agency text messages.

The decision as to who will be issued pagers and what type of pager rests with the employee's Division Commander. b. Agency members who are issued pagers are required to have the pager on their person at all times, in operating condition, except when on authorized leave.

c. Employees are encouraged to utilize the pager system both on-duty and off-duty, for agency business and personal use in order to relieve Communications personnel from delivering messages.

d. The Service Desk shall coordinate the repair and replacement of all issued pagers. A Lost or Damaged Property report in [Blue Team](#) will be completed by employees whenever a pager is damaged or lost.

e. Agency groups will not be added to personal devices of employees.

D. Use of Voice Mail

1. Voice mail should be used to assist with the receipt and/or retrieval of telephone messages for agency personnel. Voice mail should not be used to screen calls when personnel are present and available to answer calls.

2. Personnel with voice mail accounts shall review voice mail daily and delete reviewed messages so new messages may be recorded. Voice mail may be subject to retention under applicable law and GO [15.1.3](#).

E. Paging Groups

1. Groups shall only be created because of a legitimate business need. Each group shall have a designated group owner who shall be responsible for maintaining the membership of the group.
  2. Permission to join a group shall be granted by the Lieutenant of that division/section or specialized unit.
- F. Device Accountability
1. Division Commanders are responsible for the proper care, security, and usage of telephones, radios, and equipment assigned to their administrative areas.
  2. Lieutenants or civilian equivalents shall annually account for all devices assigned to their section.
- G. Usage Review - Monthly usage reports are posted on the agency's portal for review.
1. Lieutenants or civilian equivalents shall utilize these reports to verify monthly usage.
  2. Annually, Division Commanders or their designee shall utilize the monthly usage reports review to determine devices are appropriately assigned.