

# DIVISION OF FINANCIAL OPERATIONS: STANDARD OPERATING PROCEDURES

## Wireless Communications



**Department of  
Education**

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Prepared jointly by the Office of Business Operations  
and the Office of Wireless Communications

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# Wireless Communications

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# 1. INTRODUCTION

This document provides guidelines for the acquisition, utilization, and management of wireless service plans and devices for New York City Department of Education (DOE) employees. The Office of Wireless Communications (OWC), under the auspices of the Office of the Chief Financial Officer (CFO), manages all operations related to wireless devices and services.

# 2. ELIGIBILITY REQUIREMENTS

Only DOE employees with employee reference numbers will be authorized to use wireless devices and services. Any exceptions must be approved by the Deputy Chancellor for Operations or the Chief Financial Officer. Note that the use of a wireless communication device is not a requirement of DOE employment unless specifically stated in a job description.

# 3. PROCUREMENT OF WIRELESS DEVICES AND SERVICES

The Division of Contracts and Purchasing (DCP) along with the OWC, and under the auspices of the Office of the CFO, have collaborated to select preferred service providers for wireless equipment and services based on negotiated pricing.

Authorized officials/designees for each DOE office or school may request DOE approved service plans and devices for their employees via the [FAMIS online procurement portal](#). Orders placed via the FAMIS portal are reviewed by the OWC and submitted to the CFO or designee for approval.

## 3.1. Authorization Structure

Each authorized official/designee (e.g., superintendent, BFSC director, executive director) must assign to one employee in the organization the responsibility of overall management of wireless communications related activities. However, the ultimate responsibility for the management of the devices and usage rests with the authorizing official.

The authorization structure for users within each organization is as follows:

ORGANIZATION	RESPONSIBLE INDIVIDUAL
Central Administration	Heads of each cost center/financial management center (FMC) (i.e., all direct reports to deputy chancellors or specific designees)
BFSC	BFSC director and/or his/her designee
Schools	Principals or , or his/her designee

## 3.2. Placing Orders

The following information is needed prior to placing an order in [FAMIS](#):

- **Employee Reference Number:** A required field for order placement is the employee reference number. This number is issued to DOE employees by the New York City

Office of Payroll Administration (OPA). The number can be found on the user's direct deposit pay stub. An example can be found on the [OPA Web site](#). CyberShift users may also find this number in the top left corner of the screen once they have logged in.

- **Budget Information:** This information is required to ensure that sufficient funds are available to cover the intended purchase. Funds for wireless services must be made available in object code 402 (recurring monthly service for fiscal year), and funds for hardware/licenses must be made available in object code 103, which is collapsible to object code 100.

### 3.3. Funding the Initial Purchase and Monthly Service Fees

Each local FMC is responsible for funding the purchase of devices and services for users within their financial district.

All purchases will be held pending verification of funds available in appropriate quick codes and object codes in FAMIS. Identified funds will be moved into a central Office of CFO account code for consolidated payment and device distribution.

For recurring services, there must be sufficient funds to pay for service up to the end of each fiscal year.

Grant funds may not be used unless it is explicitly stated in the grant document that expenses related to the purchase of wireless devices and monthly service charges are allowed. Use of grant funds can only be allowed if the terms and duration of use are indicated within the grant document.

Once the order is completed and approved via the online procurement approval path, a purchase order (PO) form is generated confirming the order. The individual placing the request must print the PO and then handwrite the following information onto it for future reference (this information is not contained on the PO):

- Name of the employee who is to receive device
- Device type

The automated central process will remove the funds encumbered by the PO on the next business day and journal the funds into the central master PO for central order preparation. The PO is for documentation purposes only. The order will be electronically forwarded to OWC for final review and approval.

### 3.4. Order Turnaround Time

Orders are collected from the procurement portal (FAMIS) upon the close of business each Wednesday (5:00 p.m.) and submitted to the service provider on Friday. Estimated time for the service provider to complete the order is 5 to 7 business days and is dependent upon equipment availability.

### 3.5. Distributing Devices to Employees

All devices will be held at a central depot for tagging and distribution. The wireless provider will ship all cell phones, Blackberry handheld devices and related client access licenses to the central depot for logging and asset tagging. Upon receipt and tagging, an email notification

will be sent to each user to schedule the retrieval of the device from the central depot and to provide the user with the [Wireless Blackberry/Cell Phone User Agreement](#). The user will be instructed to complete and sign the User Agreement and to bring it to the central depot when picking up the device. Upon arrival at the central depot, the user or his/her designee must provide the signed User Agreement in exchange for the device. A copy will be given to the user or his/her designee and the original will be maintained at the central depot.

Pick up of wireless devices must be within 15 days of initial notification. A follow-up notification will be sent to users after day 10 if the user has been non-responsive. If the end user fails to respond or pick up his/her device within the allotted 15 days, the device will be re-assigned to another DOE user. If the device is a new account request, the wireless number will be terminated. Once a device has been re-assigned, users must wait an additional 30 days from the date they finally respond to the initial notifications in order to retain a device.

## 4. TERMS OF USE

The following terms of use shall apply to all DOE employees who receive a DOE wireless device for work purposes:

### 4.1. Appropriate Use

The use of DOE wireless devices and services are strictly reserved for business functions. Users must exercise reasonable care for and safekeeping of their wireless communication devices in accordance with the care and safety instructions included in the original device package. Users are responsible for managing their usage (e.g., voice minutes/data kilobytes) at levels allowed within their selected plans.

### 4.2. When Operating a Motor Vehicle

Use of any DOE-issued wireless device is not authorized when operating a motor vehicle. However, as stated in the [City of New York City Vehicle Driver Handbook](#), “the law permits the use of hands-free technology (e.g., Bluetooth) while operating a moving motor vehicle and City Authorized Drivers may do so while using such technology.”

If not using hands-free technology, the driver must leave the road and safely park the vehicle in order to dial or otherwise initiate a call, or to respond to a call.

Further, users must refrain from reading from or entering data into any wireless device while operating a motor vehicle. This includes SMS texting, e-mailing, instant messaging, obtaining navigational information, or engaging in any other form of electronic data retrieval or electronic data communication.

### 4.3. Personal Calls

Except for emergencies, DOE-issued wireless devices should not be used for personal calls. DOE cellular service is not intended to replace regular telephone service. If a user needs to make a personal call, a landline phone or a personal cellular phone should be used.

#### **4.4. Directory Assistance**

"Directory assistance" requests should be kept to a minimum since charges apply. Wireless bills will be monitored to identify and reduce instances of excessive "directory assistance" inquiries.

#### **4.5. Blocking of Interactive Calls**

Wireless providers have been instructed to block all known interactive exchanges (i.e., 540, 550, 700, 900, 970 and 976). Any subsequent use will be deemed personal in nature and the user will be held fiscally responsible for these charges.

#### **4.6. Wireless Communication Usage Agreement**

Upon assignment of wireless equipment, all users must sign the [Wireless Blackberry/Cell Phone User Agreement](#). By doing so, the user agrees to adhere to DOE procedures for wireless usage and maintenance. The completed user agreement must be forwarded to OWC; equipment will not be released to a user without a completed user agreement on file.

#### 4.7. Loss, Theft, Breakage

WIRELESS EQUIPMENT REPLACEMENT	
<b>Loss</b>	<p>In the event of loss, wireless device users must notify the service provider’s customer support line as quickly as possible to limit abuse of the DOE device, the account, and any sensitive data.</p> <p>Users must also document the incident by completing and submitting both an <a href="#">Incident Report for Replacement Device Justification</a> form as well as a <a href="#">Termination/Suspension of Wireless Services Form</a>.</p> <p>For lost equipment, users are responsible for reimbursing the DOE the market value of the replacement equipment. Equipment costs vary among service providers.</p>
<b>Theft</b>	<p>In the event of theft, wireless device users must notify the service provider’s <a href="#">customer support line</a> as quickly as possible to limit abuse of the DOE device, the account, and any sensitive data.</p> <p>Within 3 business days of the theft, users must file a police report with the New York Police Department (NYPD). A copy of this report must be submitted to OWC:</p> <ul style="list-style-type: none"> <li>• Fax: (718) 935-5542</li> <li>• E-mail: <a href="mailto:DOESMS@schools.nyc.gov">DOESMS@schools.nyc.gov</a></li> </ul> <p>The user must also complete and submit both an <a href="#">Incident Report for Replacement Device Justification</a> form as well as a <a href="#">Termination/Suspension of Wireless Services Form</a>.</p> <p>Upon receipt and verification of the submitted documentation, OWC will order a replacement device for the user. Users will not be responsible for reimbursement of stolen devices.</p>
<b>Breakage</b>	<p>In the event of breakage, wireless device users must complete an <a href="#">Incident Report for Replacement Device Justification</a> form, and submit it, along with the broken device, to the OWC. The device, in turn, will be forwarded to the service provider for inspection and determination of warranty coverage. Warranty policies vary among service providers.</p> <p>Broken equipment <i>within warranty</i> will be replaced in accordance with the service provider's warranty policy. If the equipment was broken due to user negligence (e.g., dropped, water damage, etc.) within the warranty period, the user will be responsible for replacing the equipment at his/her own expense.</p> <p>If equipment was broken <i>outside of the warranty period</i>, the user will be responsible for replacing the equipment at his/her own expense. To obtain a new device, users must initiate a request for a new wireless device via the <a href="#">FAMIS</a> portal.</p>

#### 4.8. International Services (ATT Only)

This feature is deactivated by default on all accounts managed by the DOE. Access can be temporarily granted to users at a cost based on current rates, provided appropriate approval is obtained. The user's authorized supervisor/designee must request the addition of international service via FAMIS. All international usage will be reviewed and monitored.

Note: T-Mobile, Verizon, and Sprint/Nextel do not offer international service to DOE customers at this time.

#### 4.9. Service Termination and Repossession

The DOE reserves the right to terminate wireless services and/or repossess wireless devices when deemed necessary and without advanced notification. Users who wish to terminate service to an account must complete the [Termination/Suspension of Wireless Services Form](#).

Each authorized supervisor/designee will be responsible for the assignment of devices to each of their respective users. S/he will also be responsible for securing all related wireless equipment when they are returned by the authorized user. S/he will periodically receive a list of all authorized users of wireless devices from the OWC. This list should be updated to ensure the accuracy of each user's name, employee reference number, DOE location code, e-mail address, phone number, name of office and position. Once updated it should be returned to the OWC.

Authorized supervisors/designees should implement and maintain an internal control process for wireless devices. At a minimum, this process should include the compilation and maintenance of a list of wireless devices and to whom they are assigned (See section [6.2](#) – Inventory/Asset Management – for details).

When authorized users no longer have a need for a cellular phone or Blackberry device, they must complete and sign an [Equipment Return Form](#) and submit it, along with the equipment they wish to return, to their supervisors. The signed form serves as verification of equipment return. Users must also submit a copy of this form to the OWC via fax: (212) 374-5752.

### 5. BILLING PROCEDURES

#### 5.1. Review of Charges

The DOE receives master summary invoices from its wireless vendors on a monthly basis. Detailed reports of employees' usage activity can be made available upon request. Requests to review these documents must be made via e-mail: [DOESMS@schools.nyc.gov](mailto:DOESMS@schools.nyc.gov)

#### 5.2. Reimbursement of Charges to Personal Wireless Device

Employees who use other-than-DOE wireless devices for DOE-related business must first pay for such charges themselves and then apply for reimbursement. If charges were incurred while in New York City, the employee should request reimbursement via the small item payment process (SIPP); if charges were incurred during out-of-town business travel, the employee should request reimbursement via the travel reimbursement and approval certification (TRAC) process. Note that documentation (i.e., the billing statement from the service provider) as well as justification of the business expense will need to be provided at

the time of the reimbursement request. All submitted records must be maintained at the user's worksite for a period of six years following reimbursement.

Information about these processes can be found in the Division of Financial Operations' Standard Operating Procedures Manual (see the [OTPS Purchases](#) chapter, section 3.4.3 for information about the SIPP process, and the [Travel and Conferences](#) chapter for information about the TRAC process).

## 6. ACCOUNT MAINTENANCE

### 6.1. Account Modifications

All adjustments to services require approval by OWC. Adjustments may include:

- **Plan Changes:** New service requests for an existing plan can be submitted via the FAMIS procurement portal. Requests for removal of particular services can be sent directly to the OWC by the authorized office designee via e-mail: [DOESMS@schools.nyc.gov](mailto:DOESMS@schools.nyc.gov)
- **Cancellation/Suspension:** Users may halt services on an account permanently or for a period of time by submitting a completed [Termination/Suspension of Wireless Services Form](#) to OWC.
- **Theft/Loss:** In the event of theft or loss of a device, the user must contact the service provider's customer support line immediately to suspend service and then submit the [Termination/Suspension of Wireless Services Form](#) to the OWC.
- **User Reassignment:** If a device is to be reassigned to another user, the [Wireless Device Reassignment Form](#) must be completed by the authorized office designee to document the transfer.
- **Transfer of Financial Liability of Service:** The DOE owns all wireless telephone numbers (with associated billing and usage history) distributed under our enterprise account. As a courtesy and subject to approval, the DOE will allow a user who either resigns or retires from the DOE an opportunity to transfer their wireless number to a personal account, as long as the following conditions are met:
  - Employee's supervisor or manager approves the telephone number transfer
  - Transfer of liability is within the same wireless carrier ONLY
  - All DOE liability is removed from the account. (Wireless account must be fully paid prior to transfer)
  - Employee accepts personal financial responsibility for the new account

Please note: The DOE does not allow consumer (personal) wireless numbers transferred into the DOE business account.

### 6.2. Inventory/Asset Management

OWC will inventory all asset data including all wireless devices acquired via the FAMIS portal. However, once the wireless device has been distributed to the field, each office should

maintain its own list of authorized wireless devices as part of its office inventory. This list should include the following asset data identifiers:

- Type of device
- Model number of device
- ESN / IMEI number
- SIM number (Nextel, AT&T or T-Mobile)
- Current user information (last/first name, employee number, school/division, FMC, Email address)
- Wireless phone number and wireless provider

Periodically, OWC will request a current version of this inventory list from the office's authorized supervisor/designee.

### 6.3. Customer Support

For assistance – including technical support – for a wireless device, users should contact the service provider's customer support line:

WIRELESS SERVICE PROVIDER	NUMBER
AT&T	(800) 331-0500
T-Mobile	(800) 866-2453
Verizon	(800) 922-0204
Sprint/Nextel	(800) 390-7545

For Outlook- or network-related issues, users should contact the DOE helpdesk:

HELP DESK	NUMBER
General Support	(718) 935-5000
Technical Support	(718) 935-5100

## 7. DOCUMENT DETAILS

This document is owned by the OWC. To comment on the information contained in this document or request a modification, please contact the OWC via email: [DOESMS@schools.nyc.gov](mailto:DOESMS@schools.nyc.gov)

REVISION TRACKING			
RELEASE DATE	SUMMARY OF CHANGES	OWNER	OWNER'S EMAIL ADDRESS
04/16/2015	<ul style="list-style-type: none"> <li>• Added "Transfer of Financial Liability of Service" section contained in <a href="#">6.1</a></li> <li>• Clarified information found in section <a href="#">5.2</a> – "Reimbursement of Charges to Personal Wireless Device"</li> <li>• In section <a href="#">4.2</a> – "When Operating a Motor Vehicle" – added information about the prohibition of texting while operating a motor vehicle</li> <li>• In section <a href="#">5.1</a> – "Billing Procedures: Review of Charges" – removed recommendation that supervisor/designee review a monthly invoice at least once every six months to confirm correct usage</li> </ul>	Office of Wireless Communications (OWC)	<a href="mailto:DOESMS@schools.nyc.gov">DOESMS@schools.nyc.gov</a>