Duke University
Statement of Principles: Mobile Communication Devices

October 1, 2011

MANAGEMENT ENTITY: Financial Services

ISSUANCE DATE: October 1, 2011

EFFECTIVE DATE: November 1, 2011

STATEMENT OF PRINCIPLES:

The University accommodates faculty and staff who need mobile communication devices 1 in the course of their job requirements by approving the issuance of unit-owned devices and service plans, paid for on Duke-issued Procurement cards. Details regarding the implementation of this Statement of Principles are contained in the attached document: Process and Procedural Guidelines: Mobile Communication Devices.

A University business purpose for having a mobile device is one where the employee routinely:

- initiates or receives communications in an emergency situation at Duke or,
- must be “on call” 24x7x365 to support mission critical services or,
- is highly mobile (away from the office 50% or more of the time) and requires voice or data communication continuously during the work schedule or,
- must travel extensively and/or work from a remote location.

Staff and faculty authorized to use a Duke-funded mobile device (a.) may select the appropriate service plan from among Duke’s preferred-provider contracts (current list maintained at http://oit.duke.edu/vww/telecom/faculty_staff/wireless/index.php), (b.) should select the most basic device that meets the authorized business use, wherever practical utilizing a device included at no cost with the service plan, and (c.) must communicate the mobile device telephone number within the business unit and beyond, as appropriate, to the required University business use.

Duke funds should only be used for the purchase of a mobile communication device for a faculty or staff member in cases where a suitable device is not included in the service plan, and where the use of the device is deemed essential to the business use. Such acquisitions should be authorized no more frequently than once every three years. Service plans funded by Duke (including faculty discretionary accounts and sponsored funds) are generally limited to one plan per faculty or staff member absent approval by the Provost, Executive Vice President, or Dean of the School of Medicine.

Under special circumstances, faculty and staff may request authorization from the Provost, Executive Vice President, or Dean of the School of Medicine for a waiver to select a plan or carrier other than those described at http://oit.duke.edu/vww/telecom/faculty_staff/wireless/index.php.

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1 Mobile devices are devices with mobile access plans for connection, such as cell phones or personal digital assistants (PDAs), including Blackberries, Androids, iPhones, and similar devices, as well as iPad and other tablet devices. Mobile broadband cards or air cards are wireless USB or other cards for laptops that enable Internet access via cellular networks.
No organization in the University should extend existing mobile contracts or enter into new contracts with mobile phone companies on behalf of Duke except the University’s Office of Information Technology (OIT).

This statement does not apply to employees of Duke University Health System, but does apply to all other faculty and staff of Duke University including the Schools of Medicine and Nursing.
Duke University
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RELATING TO: Statement of Principles: Mobile Communication Devices

The following rationale, processes, procedural guidelines, and exclusions related to the Statement of Principles: Mobile Communications Devices, issued October 1, 2011 and effective November 1, 2011. These processes and guidelines are subject to change over time as products, vendor pricing and circumstances warrant. This document will be maintained on the website of Financial Services, and the community will be notified of updates on DukeToday and via departmental business managers.

RATIONALE:

The University is committed to providing essential, business-related tools for faculty and staff in a manner that promotes the proper stewardship of assets and establishes a framework for consistent decision-making. Recognizing that properly used personal communication devices facilitate University business, the University must manage the risks and administrative burden associated with such use, including its ongoing approval.

Since a justifiable University business use for cell phone (“voice”) use versus PDA (“data”) use will vary across business units and by individual, the decision to incur such business expenses must be evaluated from a cost/benefit perspective for the University, and individual units across Duke should consider other viable options such as landline phones, pagers or other less expensive communication devices.

APPROVAL PROCESS:

Individual departments and schools are accountable for their prudent use of University resources consistent with University policies and business practices. Each unit should establish and operate with suitable policies for mobile communication devices\(^2\) that reflect its needs and values, consistent with the principles articulated herein.

The responsible Dean, Vice Provost, or Vice President must approve mobile device service plans on an annual basis for staff members who use these services, in consultation with the unit’s business manager and with the concurrence of the appropriate Senior Officer. The approval process must be documented, and is subject to review by the related management center.

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Any changes in authorization must be documented and attached to the original approval documentation. The organization must maintain documentation and review monthly charges to substantiate the faculty or staff member usage of the device is consistent with the approved University business need.

Organizations must annually review their documentation to insure that a business purpose continues to exist and that University funding of the mobile plan is still appropriate in order to accomplish the job. Termination of the mobile device plan and the return of the device is required if the business purpose no longer exists, including when a staff member transfers into a new position or unit where business use may not be authorized.

**STANDARD BILLING PROCESS AND OTHER PROCEDURES:**

The standard payment method is via direct billing to Duke-issued Procurement card and is subject to the routine monthly review and approval of expenses by supervisors. The supervisor will choose the most appropriate service plan, in collaboration with the employee and with the approval of the unit chair, director, or designee. The plan chosen, including any associated insurance coverage, should be the least expensive that provides adequate business-related services.

**SUPPORT OF DEVICES APPROVED FOR BUSINESS USE:**

For devices that have been approved under the Mobile Communication Device program, OIT will provide support for certain mobile device connectivity for requisite institutional services (i.e., setup assistance to establish secure connections to DukeMail, technical troubleshooting, etc.). Refer to [http://oit.duke.edu/vvw/telecom/faculty_staff/wireless/index.php](http://oit.duke.edu/vvw/telecom/faculty_staff/wireless/index.php).

**EXCLUSIONS:**

The following exclusions or special provisions apply:

**Shared Mobile Devices, Pagers and Two-way Radios:** Some service organizations have multiple staff sharing a single mobile device or utilize pagers or two-way radios for on-call rotations, service dispatch, etc. Pagers and two-way radios, and in certain cases a limited number of shared or group mobile devices, will remain available via University contracts, negotiated by OIT and subject to written authorization from the University’s Executive Vice President. Minimal personal use is to be made of these devices.

**Mobile Broadband Cards or AirCards:** Some organizations utilize “AirCards” that provide cellular-based Internet service to laptops for the purpose of maintaining Internet access for University business while travelling. In certain cases a limited number of shared AirCard devices and service plans will remain available via University contracts, negotiated by OIT and subject to written authorization from the University’s Executive Vice President. Minimal personal use is to be made of these devices.

**Research Uses; Contracts or Grants Accounts:** Purchases of plans and devices that will be used strictly to support an organized research project are subject to certain special provisions, as detailed below.

On federal or federal pass through grants and contracts, only shared or group devices will be allowed and only when use of the mobile device is fully devoted to the project, necessary for the project, and included in the approved budget. In cases where it is not in the approved budget, the expense will not be allowable. The bona-fide business purpose documentation must be approved annually by the University’s Office of Sponsored Programs in order for the expenses to be allocable to a grant or contract.
On non-federal or non-federal pass through grants and contracts, mobile communication costs will be considered an allocable expense only if use of the mobile device is fully devoted to the project, necessary for the project, and included in the approved budget. In cases where it is not in the approved budget, the expense will not be allowable unless approved by the University’s Office of Sponsored Programs. The business purpose documentation must be approved annually by the Office of Sponsored Programs in order for the expenses to be allocable to a grant or contract.

For research uses not covered under grants or contracts, faculty may elect to use discretionary accounts, or may request authorization for University business use from the responsible Dean, subject to approval by the Provost.

IMPLEMENTATION PROCEDURE:

The administration recognizes that certain current arrangements are at variance with this program. OIT and Duke’s preferred mobile communications partners will work with the administrative leaders within each school, departments, and/or administrative unit to evaluate and transition (as appropriate) their existing plans to the new University program as soon as possible. Effective November 1, 2011, only mobile device plans approved under this policy and paid for via direct Procurement Card charging will be funded by Duke (note: a reasonable transition period may be provided for certain plans currently covered by Duke under an alternate model).

Current faculty members and staff interested in participating in the mobile communication program should contact the administrative leader (typically a business manager) to discuss relevant options. The administrative leader will liaison with OIT regarding the transition process, which will be handled on a unit-by-unit basis.

If the University previously paid for a cell phone or PDA but no longer authorizes such use, the University will transfer ownership of that device to the faculty or staff member. If the current market value of the device is greater than $500, as determined by OIT, the faculty or staff member reimburses the University for the excess over $500 or it is deducted from their pay.

ACKNOWLEDGEMENTS:

Portions of this document are excerpted or based upon policies in place or under discussion within Cornell University, Indiana University, and the University of Chicago.