

Smartphone and Air Card Policy and Procedures

11-1 PURPOSE

Smartphone wireless handheld devices and associated services are the established Departmental standards for Personal Digital Assistants (PDAs). Smartphones are electronic handheld devices that integrate the functionality of a mobile phone, personal digital assistant (DPA) or other information appliance, and internet access. The Department also has established standards for approved air card devices (also called mobile or wireless broadband modems) that allow users to connect laptops to the Internet. This document establishes the general policies and procedures for distributing, managing and using the Smartphone wireless handheld devices and air cards and will ensure that these devices and services:

- Are used in a manner that is consistent with HUD's mission and achieve intended results;
- Are protected from waste, fraud, and mismanagement; and
- Adhere to applicable laws, regulations, and guidelines.

This policy ensures compliance with the following statutes, directives, and guidance:

- E-Government Act of 2002 (44 U.S.C. Ch 36);
- Federal Information Security Management Act of 2002 (FISMA), [Title III of the E-Government Act of 2002 (44 U.S.C. Ch 36)];
- Clinger-Cohen Act of 1996 (40 U.S.C 11315);
- Office of Management and Budget (OMB) Circular A-130, Management of Federal Information Resources;
- OMB Circular A-123, Management Accountability and Control;
- National Institute of Standards and Technology (NIST) Special Publication 800-124, Guidelines on Cell Phones and PDA Security;
- NIST Special Publication 800-121, Guide to Bluetooth Security;
- NIST Special Publication 800-48, Wireless Networks Security: 802.11, Bluetooth and Handheld Devices;
- NIST Special Publication 800-46, Guide to Enterprise Telework and Remote Access Security; and
- NIST Special Publication 800-45, Guidelines on Electronic Mail Security.

11-2 POLICY

Smartphone wireless handheld devices and air cards provide wireless communications that can be used for a range of functions, including telephony, electronic mail, address book, calendaring, and internet access. While these devices provide obvious productivity benefits, they also pose risks to the Department because they are easy to misplace or have stolen and are vulnerable to malware, spam, electronic eavesdropping, and other security threats that may result in exposure of sensitive information. Therefore, the following policy is established to adequately safeguard the acquisition, operation, and maintenance of smartphone wireless handheld devices and air cards.

- A. This policy applies to all Departmental employees and to all Departmental offices and organizations, including headquarters, regional and field locations.
- B. Only authorized smartphone wireless handheld devices and air cards acquired by the Department may be installed on HUD-provided personal computers.
- C. It is prohibited to distribute Departmental smartphone wireless handheld devices and air cards to contract personnel, Fair Labor Standards Act (FLSA) nonexempt employees, interns, or other non-government employees. Requests for a waiver to this policy must be approved by the General Deputy Assistant Secretary (GDAS) or equivalent of the requesting office and submitted to the OCIO.
- D. Authorized use of the Departmental smartphone wireless handheld devices and air cards includes any activities that:
 1. Directly support official Government business activities and communications, and
 2. Are in accordance with:
 - Information Technology Security Policy, HUD Handbook 2400.25, Rev. 1 (to be referred to as the IT Security Handbook);
 - Information Resource Management Policy, HUD Handbook 2400.1
 - Limited Personal Use of Government Office Equipment Policy, HUD Handbook 2400.1, Chapter 8.
- E. Use of Departmental smartphone wireless handheld devices and air cards for other than authorized Government business is prohibited.
- F. Classified information is not authorized on Departmental smartphone wireless handheld devices and associated services.
- G. It is illegal to obtain, attempt to obtain, or assist another in obtaining Departmental smartphone wireless handheld devices or air cards through activities that involve waste, fraud, abuse, or mismanagement.
- H. Misuse of Departmental smartphone wireless handheld devices and air cards may result in administrative and disciplinary actions.
- I. This policy does not supersede or imply authorized use of smartphone wireless handheld devices and air cards outside official duty hours.

11-3 ROLES AND RESPONSIBILITIES:

A. Office of the Chief Information Officer will:

1. Centrally negotiate, acquire, and manage the delivery of Departmental smartphone wireless handheld devices, air cards and associated services to realize cost efficiencies, ensure accountability and control of Departmental resources, and ensure compliance with federal technology and security standards.
2. Ensure that smartphone and air card devices and services are configured in accordance with all applicable Federal and Departmental policy and procedures.
3. Work with the Program and Support Office annually to adequately plan for Blackberry and Air Card requirements each budgetary cycle, as required by HUD's established IT Capital Planning process.
4. Identify the baseline number of devices to be funded, maintained and supported by the OCIO and allocated to the Office of the Secretary, Senior Executive Service (SES), and Program and Support Offices. Additional smartphone and air card device requirements will be assessed annually by the OCIO with input from the Program and Support Office through the IT Capital and Acquisition planning processes and the smartphone and air card baseline updated. If the Program and Support Office determine that additional smartphone and air card devices are required beyond the baseline, the Program and Support Offices will be required to provide funding for the purchase and maintenance of the additional devices and services. OCIO will provide information to Program and Support Offices regarding smartphone and air card industry information (i.e. current features, services, and associated costs) and management information (i.e inventory listing and usage) to ensure effective and prudent use.
5. Distribute and manage, in accordance to established IT Capital Planning and IT acquisition requirements, the smartphone wireless handheld devices and air cards for the Department. .
6. Provide funding and support resources, as approved by the IT Capital Planning process, for a smartphone wireless handheld devices and air cards for the Office of the Secretary, Senior Executive Service (SES), and approved personnel. The Program and Support Offices will be required to provide funding for the purchase and maintenance of devices and services that are beyond the number of devices funded by OCIO. OCIO will provide information to Program and Support Offices regarding smartphone and air card features, services, and associated costs to ensure effective and prudent use.
7. Establish policy and procedures for the management of smartphone wireless handheld devices, air cards and associated services.

8. Monitor and review smartphone and air card activities to ensure:
 - a. Continuous and effective Departmental communications, a sound understanding of needs, and a proper balance between cost and customer satisfaction requirements;
 - b. Compliance with regulatory requirements and standards;
 - c. Realization of cost savings and/or cost avoidance ; and
 - d. Gain in maximum benefits from IT investments in supporting program delivery.
9. Provide advice and assistance to Departmental offices and organizations regarding smartphone wireless handheld devices and air cards to ensure effective and prudent use;
10. Periodically conduct market surveys to ensure that equipment and services are being acquired at the most economical costs available ;
11. Provide leadership, guidance and oversight in the establishment and maintenance of inventories of smartphone wireless handheld devices and air cards;
12. Ensure that smartphone devices and services and air cards are upgraded as required to provide reliable voice and data capabilities;
13. Monitor and manage the level of availability, performance and restoration for smartphone wireless handheld devices and associated services and air cards;
14. Notify the appropriate Program or Support Office of receipt of any damaged or returned smartphone wireless handheld devices or air cards;
15. In the event of being notified of a lost or stolen smartphone wireless handheld device, will remotely wipe the device, disable electronic mail redirect, and notify the U.S. Computer Emergency Readiness Team (US-CERT);
16. Develop and disseminate annual smartphone wireless handheld devices and associated services and air card financial chargeback reports for each Program and Support office;
17. Develop and disseminate quarterly usage reports to ensure adequate and appropriate smartphone and air card usage;
18. Conduct annual user update requests for smartphones and air cards. The user update requests will ask individuals currently assigned a smartphone and/or air card to confirm smartphone wireless handheld device and air card serial number, room number, phone number, and HUD Program or Support Office; and
19. Will ensure that principal and staff offices comply with the provisions of this guidance.

B. Program and Support Offices will:

1. Establish the General Deputy Assistant Secretary (GDAS) or equivalent for each Program and Support Office as the authorized individual for approving and submitting requests for smartphone wireless handheld devices and services and air cards;
2. Distribute the allocated smartphone and air card devices as designated by the appropriate GDAS or authorized individual;
3. Submit approved requests for smartphone wireless handheld devices and services and air cards and confirmation of funding availability, to the OCIO;
4. Ensure compliance with the established smartphone and air card policy and procedures;
5. Identify business and program requirements and work with the OCIO to develop standardized, cost effective solutions based on a common telecommunications infrastructure
6. Review the OCIO quarterly smartphone and air card usage reports to ensure that their office is using these devices adequately and effectively and take the necessary actions to eliminate redundant, unauthorized, or unused smartphone wireless handheld devices and associated services and air cards;
7. Maintain inventories of their smartphone devices and air cards and ensure compliance with associated inventory management requirements activities by the OCIO; and
8. Include, as necessary, smartphone and air card requirements as part of their IT Capital Planning process.
9. Submit waiver requests that are approved by the appropriate Principle Organization Head (POH) to the OCIO for distribution of smartphone devices and air cards to contract personnel, Fair Labor Standards Act (FSLA) nonexempt employees, interns, or other non-government employees.

C. Employees will:

1. Complete the IT Security Awareness Training within the designated timeframe and understand the security risks associated with use of smartphone wireless handheld devices and associated services and air cards prior to requesting service or equipment;
2. Request smartphone wireless handheld devices and associated services and air cards through the authorized individual in their respective Program or Support office;
3. Observe the smartphone and air card Rules of Behavior and comply with Departmental Limited Personal Use of Government Office Equipment policy;

4. Immediately report any lost or stolen smartphone wireless handheld devices or air cards to their respective office, OCIO, and the HITS National Help Desk at 1-888-297-8689;
5. Return to OCIO (IT Operations, HUD Headquarters, Room 4268), smartphone wireless handheld devices or air cards that have been damaged or are no longer required; and
6. Return smartphone wireless handheld devices and air cards to OCIO upon separation, transfer, or termination from the Department.

11-4 ACQUISITION

Acquisition of smartphone wireless handheld devices and services and air cards are centrally administered through OCIO.

The OCIO is responsible for the acquisition and distribution of smartphone wireless handheld devices and services and air cards for the Office of the Secretary, Senior Executive Service (SES) and approved Program and Support Office personnel. The OCIO will ensure anticipated smartphone and air card requirements undergo appropriate IT Capital Planning and Acquisition processes and adherence to IT Security policies and procedures.

Requests for smartphones and air cards for Departmental personnel other than the Office of the Secretary or SES personnel must be submitted to the OCIO by the authorized Program and Support Office personnel. Beginning in Fiscal Year (FY) 2012, the Program and Support Offices will be required to provide funding for the purchase and maintenance of smartphone devices and services and air cards for Departmental personnel that exceed their designated number of devices. Therefore, Program and Support Offices must ensure that anticipated smartphone and air card requirements are identified in FY 2012 and all subsequent years, following the Department's established IT Capital Planning process.

11-5 PROCEDURES

The following is a general overview of the process for requesting, submitting, approving, and receiving smartphone wireless handheld devices and services:

A. Requesting a Smartphone or Air Card

1. HUD personnel submit a request for smartphone wireless handheld devices and services to their authorized smartphone and air card Program or Support Office Point of contact.
2. If approved, the authorized Program or Support Office Point of contact will submit the request to the Deputy CIO of IT Operations. Each submission must identify:
 - a. User name,
 - b. Room and phone number,
 - c. HUD Program Office,
3. Upon transfer of funding for the requested smartphone wireless handheld devices or air cards, the user will be sent the "Smartphone and Air Card Rules of Behavior" to read and sign.

4. Upon receipt of the signed “Smartphone and Air Card Rules of Behavior” form, a request will be forwarded to HUD’s established smartphone and air card vendor, requesting that the order be filled.

B. Delivery of Smartphone or Air Card and User Instructions

1. Headquarters Employees:

- a. A smartphone wireless handheld device or air card, along with User Instructions, will be hand delivered to Headquarters users by the vendor. At the time of delivery, the vendor will provide the employee with an overview of the device.
- b. Upon receiving confirmation of delivery from the vendor, a follow-up email message will be sent from OCIO IT Operations to the employee requesting confirmation the smartphone wireless handheld device or air card was delivered in working order.
- c. Upon receiving confirmation from the employee, an email message will be sent from OCIO IT Operations to the employee’s respective Program or Support Office point of contact, stating the smartphone or air card request has been fulfilled.

2. Regional and Field Office Employees:

- a. A smartphone wireless handheld device or air card, along with User Instructions, will be shipped to Field Office users. Once the User receives the device, the User should contact the HITS National Help Desk 1-888-297-8689 for an overview of the device and any additional assistance required.
- b. A follow-up email message will be sent to each Field Office employee to confirm the smartphone wireless handheld device or air card was delivered in working order. The employee is requested to respond to the email, verifying receipt.
- c. Upon receiving confirmation from the employee, an email message will be sent from OCIO IT Operations to the employee’s respective Program or Support Office point of contact, stating the smartphone or air card request has been fulfilled.

C. Smartphone or Air Card Refresh

1. Smartphones and air cards refresh requirements are reviewed on an annual basis by the OCIO. Based on numerous factors, including changes in technology, age of device, and contract requirements, the OCIO will determine which devices are eligible for refresh. The OCIO will compile and publish a refresh schedule and the affected employees will be contacted.
2. Smartphone user information will be transferred from the retired device to the new device and the retired smartphone device will be wiped and services disabled.
3. The employee will receive information on the proper disposal process for the retired device when they are provided the new device.

4. OCIO will update the Smartphone and air card device inventory to reflect the new device and the date the refresh occurred for each employee.

D. International Travel

1. International calling may be limited or not available on smartphone devices. Please contact the OCIO prior to traveling abroad to determine the best available international calling plans and services.

Smartphone and Air Card Rules of Behavior

What are Rules of Behavior?

Rules of Behavior are part of a comprehensive program to provide complete information security guidelines. These guidelines were established to hold users accountable for their actions and be responsible for information security. Rules of Behavior establish standards of behavior in recognition of the fact that knowledgeable users are the foundation of a successful security program. Users need to understand that taking personal responsibility for the security of their smartphone and air card devices and the data contained is an essential part of their job.

Smartphone and Air Card Users shall:

- Adhere to the HUD Standards of Conduct.
- Only use systems, software, and data for which the user has authorization and use them only for official government business, or in accordance with the U.S. Department of Housing and Urban Development Information Technology Security Policy, Handbook 2400.25, Rev. 1 (to be referred to as the IT Security Handbook) and Information Resource Management Policy, Handbook 2400.1.
- Not attempt to override technical or management controls or download sensitive information (please refer to the IT Security Handbook for definition of “sensitive information”) to their smartphone.
- Take precautions to secure government information and information resources.
- Protect government property from theft, destruction, or misuse.
- Use passwords to protect smartphone wireless handheld devices.
- Physically protect the smartphone wireless handheld device and air card from theft and be particularly aware of the threat of loss during periods of travel.
- Not alter the configuration, including installing software or peripherals, on government equipment unless authorized.
- Report security incidents or any incidents of suspected fraud, waste or misuse of HUD systems to the appropriate authority immediately.
- Complete annual HUD Information Technology Security Awareness training.
- Report the loss or theft of any smartphone wireless handheld device or air card immediately to the HITS National Help Desk.

Signature

Printed Name

Program / Support Office

Room Number

Phone #