

Introduction

In today's "always on" environment, students, faculty and staff expect ASC's IT infrastructure to be available on a 24x7x365 basis. As unrealistic as this may be, given technical, budgetary and personnel constraints, the department's goal should be to have critical systems up and running as much of the time as possible.

In order to accomplish this, the staff must first be aware that there is a service problem. Computing Services has established an outage notification system to address this need. Using the "What's Up Gold" product, a text message is sent to predefined phone number or numbers when a monitored IT system has been unresponsive for a five minute period.

In order to receive this problem notification, selected staff members will be provided with a College purchased cell phone that has both data and text message capability.

Section I – Criteria for Receiving a College Cell Phone

- Department Leads will receive a cell phone to ensure they are aware of the IT system status for their areas of responsibility
- The Department Leads will provide a recommendation to the CIO regarding other CS personnel who should receive a cell phone for alert notification purposes. Based upon budget constraints or other considerations the CIO may or may not be able to act on the Lead's recommendations
- The CIO may select an individual he/she deems should receive a phone to further the department's customer service goals

Section II – Expectations Regarding the Use of the College Cell Phone

- Computing Services personnel who receive a college funded cell phone are expected to use the phone in the manner intended - to help keep critical computer systems up and running as much of the time as possible.
- Use of the phone for personal reasons is acceptable as long as the combined personal and work-related usage does not exceed the contracted monthly cell phone data or text plan limits.
- Receipt of a cell phone is not meant to imply an employee is in an "on call" status. An individual is not required to have the phone on at all times, nor is there an expectation that the individual must be available to address system problems. The reason for providing College cell phones to certain staff members is to enhance department communication by increasing the probability they can be reached after hours and when not in the office and to

also increase the probability that IT system problems will be discovered and dealt with in an expeditious manner.

- The Department's current "best effort" practice of dealing with after-hours system problems does not change with receipt of a phone. The CIO or his/her designee is currently responsible for (1) deciding if a staff member should respond to a problem and (2) contacting the appropriate individual. If that individual is not able to respond, the CIO/designee is responsible for contacting the next most appropriate individual and so on. Individuals that respond to after-hours problems will continue to receive compensatory time at a time and a half rate based upon the after-hours worked.
- Cell phones are the property of the College and must be returned if an individual terminates employment with the College, leaves the Computing Services Department, abuses the use of the cell phone or if an individual's position responsibilities no longer dictate the need for a cell phone.
- In the event of a cell phone upgrade, the phone being taken out of service must be returned to the ASC Telecommunications Department.

Section III – Cell Phone Selection and Features

- Cell phones will be procured by the ASC Telecommunications Department under the State's current cell phone contract.
- Cell phone plans should be consistent within the department and reflect reasonable minutes and data usage to meet the work-related requirements.
- Blackberry phones have been proven to work best with ASC email and calendaring applications and are the preferred cell phone model.
- Individuals who wish to use their current personal cell phones will be provided a monthly stipend to add data and text message services required by the department.
- Requested cell phone features other than data and text messaging must be approved by the CIO.