



**PURCHASING & LOGISTICS  
MOBILE ELECTRONIC  
DEVICE PROCEDURES**

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**PURCHASING & LOGISTICS  
MOBILE ELECTRONIC  
DEVICE PROCEDURES**

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*Chapter:* **MOBILE ELECTRONIC  
DEVICE**

*Policy:* **MOBILE ELECTRONIC  
DEVICE**

*Issue Date:* **DECEMBER 1, 2016**

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**A. Purpose**

This policy was developed to gain and maintain managerial and budgetary control on mobile electronic communication devices.

**B. Policy Statement**

Department of Public Safety recognizes that certain job functions require that an employee be accessible when remotely assigned, away from assigned work location, or during times outside scheduled working hours. For this reason, the Department will provide mobile electronic communication devices to select employees for whom access to a mobile electronic communication device is a critical requirement for job performance.

While the need for mobile electronic communication devices exists, the Department must also remain attuned to the costs associated with providing that technology and the General Assembly's mandate that the device provided and the plan selected must be the minimum required to meet the identified requirement. State issued mobile electronic communication devices shall be used only for State business. All employees who request mobile electronic communication devices must confirm that they are aware of and understand these requirements.

All justifications shall require approval by the Secretary or designee. Each Division shall be responsible for obtaining approval from the Secretary or designee. Justifications shall be obtained by memorandum annually and shall list position(s) and/or person(s) for which approval is requested as well as justification of critical requirement for job performance and type of device. Any request for new/additional devices during the year, will also require approval by the Secretary or designee and DPS Budget office if additional cost is incurred.

It should be conveyed to all employees that the use of mobile electronic communication devices for other purposes may lead to penalties, including dismissal. Abuse and misuse shall be dealt with through the established disciplinary procedures. Also, when visiting a prison facility, Division of Prison policy shall be followed with regards to mobile electronic communication devices within in the confines of a prison facility.



## **C. Sources / Definitions**

### **1. Sources**

- a. LEGISLATIVE REQUIREMENTS – SESSION LAW 2011-145, SECTION 6A.14(a)
- b. N.C General Statute 143-64 Article 3A
- c. N.C. General Statute 20-137.4A
- d. Department of Correction Polices – Procedures .3200 Fiscal Administration
- e. Department of Public Safety Purchasing Manual

### **2. Definitions**

- a. “NC G.S.” is defined as North Carolina General Statute.
- b. “DPS” is defined as Department of Public Safety.
- c. “P&L” is defined as Purchasing & Logistics.
- d. “BOS” is defined as Budget Office Signature.
- e. “MIS” is defined as Management Information Systems.
- f. “DITS” is defined as Department of Information Technology.
- g. “SPOC” is defined as State Point of Contact.
- h. “Mobile Electronic Device” is defined as a mobile phone, air card/MiFi, I-Pad/Tablet or similar device.
- i. “State-owned Mobile Electronic Device” is defined as a Mobile Electronic Device owned by the state. The State pays the initial cost or monthly service cost of the Mobile Electronic Device.
- j. “Business Use” is defined as any air time usage or call/text/email made or received by an employee to properly discharge his/her duties as an employee of the State as determined by the employee’s supervisor.
- k. “MECR-DPS” is defined as Mobile Electronic Communication Request form.
- l. “SPMEDA-DPS” is defined as State Provided Mobile Electronic Device Agreement form.



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**D. Legislative Requirements – Session Law 2011-145, Section 6A.14(a)**

The issuance of mobile electronic communication devices shall be limited to employees for whom access to a mobile electronic communication device is a critical requirement for job performance. The device issued and the plan selected shall be the minimum required to support the employees' work requirements. This shall include considering the use of pagers in lieu of a more sophisticated device. The requirement for each mobile electronic device issued shall be documented in a written justification that shall be maintained by the Department and reviewed annually.

The Secretary, in consultation with the Office of Information Technology Services and the office of State Budget and Management, shall document and review all authorized cell phone, smart phone and other mobile electronic communication device procurement and related phone, data, Internet and other usage plans for and by the Department's employees. The Department shall conduct periodic audits of mobile device usage to ensure that its employees are complying with Department policy and State requirements for their use.

**E. Justification for Mobile Electronic Communication Devices**

Each Division/section shall be responsible for obtaining approval from the Secretary or designee. Justifications shall be obtained by memorandum annually and shall list position(s) and/or person(s) for which approval is requested as well as justification of critical requirement for job performance and type of device. This shall include considering the use of pagers in lieu of a more sophisticated device and the "hotspot" feature in lieu of a MiFi device when applicable. Any request for new/additional devices during the year, will also require approval by the Secretary or designee.

Mobile Electronic Devices - Each Division/Section shall be responsible for obtaining blanket and or specific approval from the Secretary or designee for mobile electronic devices and annually to the P&L Office. The approval shall be submitted to P&L Office each year by September 1st. Any request for new/additional devices during the year, will also require approval by the Secretary or designee.



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**F. Audit**

DPS Internal Audit shall conduct periodic audits of mobile device usage to ensure DPS employees are complying with Department policy and State requirements for their use. The audit of mobile electronic communication devices as part of Internal Audit's regular audit program for regularly scheduled audits and change of command audits shall meet the requirement for periodic audits.

**G. Reporting Requirements**

Beginning January 1, 2017 each Division/Section Head or designee shall report quarterly to the P&L office the following:

1. The number and types of new devices issued since the last report.
2. The total number of mobile devices issued by the Division/Section.
3. The total cost of mobile devices issued by the Division/Section.
4. The number of each type of mobile device issued, with the total cost for each type.

Information is required for managerial and budgetary control on mobile electronic communication devices.

**H. Mobile Electronic Device Process**

Only SPOC's are allowed to contact vendors directly. Under no circumstances is the Facility/Section to contact the vendor directly or visit the local vendor store for any reason pertaining to mobile electronic devices per State Contract 915A.

Every division within the Department that requires mobile electronic device assignments should conform to and/or comply with the terms of the State contract and DPS policy.

It will be the responsibility of the Division/Section Head or designee to contact the DPS "SPOC" in the P&L office via email for the equipment cost and calling plan before completing the MECR-DPS form. This is to ensure the DPS Budget Officer has the correct cost incurred for their signature.

"DPS Mobile Electronic Communication Request Form" – Form MECR-DPS  
**(See Attachment A- Sample and Attachment B & C-Guide)**  
or contact the P&L Office "SPOC" for assistance with the form.



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**Note:** Accessories available include battery chargers, cases and belt clips. Custom calling features included in the State service contract include call forwarding, call waiting, call diversion, three-way calling, and voice mail. Airtime will be charged for all custom calling features, except for time listening to voice mail messages from a cellular phone unit. However, calling from the outside to retrieve cellular phone messages does comprise airtime.

**1. Request**

- a. DITS has entered into State contracts with several cellular phone providers in order to secure cellular coverage over the entire State. DPS employees who need a mobile electronic device to properly discharge their duties must secure one through the State Term Contract (915A) for mobile electronic devices.

**Note:** Any requests for upgrade of mobile electronic devices can be made once per 24-month period. This is for managerial and budgetary control on mobile electronic devices and accessories.

- b. All requests for mobile electronic devices shall be submitted to DPS P&L Office.

DPS Purchasing and Logistics  
3030 Hammond Business Place  
Raleigh, NC 27603

- c. Requests for mobile electronic devices shall be submitted on the fillable form located at:  
<https://www2.ncdps.gov/div/Purchasing/MECR-DPS070116.pdf>

- i. The requested equipment and calling plan shall be designated on the MECR-DPS form. Any requested accessories shall also be designated on the MECR-DPS form for proper approval.
- ii. The MECR-DPS form shall be signed by the Facility/Section Head or designee, sent through the division's chain of command for proper approval, and if any cost is incurred to the department the MECR-DPS form shall be sent to DPS Budget Office for the "BOS"; and then forwarded to Departmental P&L Office for final approval.



The request must be for a position for which there is a blanket authorization or an individual with a justification approval signed by the Secretary or his designee.

- iii. All requests shall be approved and signed by the Director of P&L Office or his/her designee.
- iv. If the calling plan or equipment is changed or denied by the P&L Office SPOC, they shall contact the requesting party to notify them of the change.

## **2. Receiving**

- a. When a new mobile electronic device is received at a location, the contact person is responsible to make sure that all of the accessories and services requested on the MECR-DPS form are operable. The contact person shall confirm that the calling plan/equipment requested by the Facility/Section is the same calling plan/equipment they have actually received.

### **i. Smart Phone/Tablet Activation**

- 1. Follow vendor's setup procedures.
- 2. When asked for a "Gmail" account, set up a generic "Gmail" account using the ([NCDPSBeaconPosition#@gmail.com](mailto:NCDPSBeaconPosition#@gmail.com)) and password provided by P&L Office. This is to ensure that device maintenance can be performed when reassigning the device.

**Personal "Gmail" accounts should not be used when setting up a mobile electronic device.**

### **ii. Basic Phone Activation**

- 1. Follow vendor's setup procedures.

If the mobile electronic device received is not functioning, contact the SPOC immediately for replacement device. Once the replacement device is received, follow the vendor's instructions on how to return the device so no additional charges are incurred.



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- b. When a mobile electronic device is received from the vendor, each Facility/Section shall notify the P&L Office SPOC immediately and supply them with a copy of the shipping invoice for mobile electronic device tracking. If the device is an upgrade or replacement device, the old device must be sent to the P&L Office within 14 days to be surplus by the SPOC.

**3. Mobile Electronic Device Assignment**

Mobile electronic devices are **not allowed** to change locations with employees. If an employee changes locations, it is up to the new location to request/assign the employee a mobile electronic device using the MECR-DPS form and the SPMEDA-DPS form located at:

MECR-DPS form

<https://www2.ncdps.gov/div/Purchasing/MECR-DPS070116.pdf>

SPMEDA-DPS form

<https://www2.ncdps.gov/div/Purchasing/State-ProvidedCellPhoneAgreement.pdf>

- a. Mobile electronic devices are assigned to positions, not employees. In situations where a mobile electronic device is used by multiple individuals within the same location, the supervisor who is responsible for the distribution and safekeeping of the devices shall be listed as its user.
- c. P&L Office SPOC shall maintain a database of all mobile electronic devices assigned within DPS. This database shall contain the mobile electronic device number, contact person, approved service provider, the user name, BEACON position number/title and the justification. The information will be taken from the MECR-DPS form and shall be confirmed when the mobile electronic device is received at their location and the Facility/Section notifies the P&L Office SPOC by sending in the SPMEDA-DPS form.

**(See Attachment D SPMEDA-DPS Sample and Attachment E SPMEDA-DPS Guide).**

- c. When employees are reassigned, the mobile electronic device does not go with the employee. The employee must turn in a mobile electronic device, and the form SPMEDA-DPS shall be signed by the supervisor and a copy given to the employee and a copy sent to the P&L office within three days of signature.



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At this time if the mobile electronic device is not assigned to a new employee; the mobile electronic device must be assigned to the supervisor using the forms MECR-DPS and the SPMEDA-DPS until a new employee is hired. If a new employee is not hired within 90 days, the mobile electronic device must be canceled and returned to purchasing to be surplus.

**I. Mobile Electronic Device Usage**

Mobile Electronic Devices are provided to employees by the Department of Public Safety to improve efficiency, performance, and safety in the course of their duties as employees of the State. Mobile Electronic Devices are provided for State business use only.

As Mobile Electronic Devices charges are based on measured use, no personal calls should be made on these devices or should non-state approved applications be installed. If a non-state application is installed on a state owned mobile electronic device, the employee will be held responsible to repay DPS for all incurred charges. Furthermore, business calls shall be made out of necessity, not convenience. Misuse of Mobile Electronic Devices can lead to penalties, including dismissal.

1. Department of Public Safety mobile electronic devices are to be used for official State business.
2. Personal incoming or outgoing calls are not allowed. If possible, incoming business calls should be routed through the employee's office where an assessment of the importance or necessity of utilizing the cellular phone can be determined. Only in cases of expediting the process of conducting official State business shall cellular phone numbers be given out. Any employee who makes personal outgoing or incoming calls in violation of this policy will be required to reimburse the Department of Public Safety for those calls. Accessing the Web, via mobile electronic device for personal use is not allowed. This also includes non-state approved applications.



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## **J. Mobile Electronic Device Repair/Malfunctions**

An employee who is assigned a mobile electronic device is responsible for its retention and safekeeping. If a mobile electronic device is damaged due to an employee's negligence, the employee shall be required to reimburse the Department of Public Safety for the cost of repair/replacement for the mobile electronic device.

1. Each employee shall be responsible for the mobile electronic devices assigned, including the mobile electronic devices use and protection. Read the owner's manual thoroughly. Warranty does not include abuse or water damage.
2. If a mobile electronic device is damaged, the following steps shall be taken:
  - i. All repairs/malfunctions of mobile electronic shall be reported to the P&L Office SPOC by using the Mobile Electronic Communication Request Form (MECR-DPS). A detailed description of the problem must be documented in the space provided on the form or on an attached sheet.
  - ii. The Facility/Section Head or designee shall indicate on the Form MECR-DPS whether or not he/she believes the employee is liable for the cost of the repairs, including specific reasons for their assessment. The Form MECR-DPS shall then be forwarded through the division's chain of command to confirm or refute the assessment of employee liability before it goes to P&L Office SPOC for final approval.
  - iii. The Director of P&L Office or their designee shall approve the request and sign the Form MECR-DPS before the request for repairs shall be processed. The damaged mobile electronic device must be returned to the P&L Office SPOC within 14 days of the receipt of the MECR-DPS form.
  - iv. P&L Office SPOC shall be responsible for contacting the vendor to create a work order for the repair.



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3. After the request has gone through the chain of command within the division and it has been determined that the employee is liable for the repairs, the employee shall make out a check or money order payable to the NC Department of Public Safety and attach it to a copy of the memorandum and forward it to the Controller's Office.
4. Under no circumstances is the Facility/Section to contact the vendor directly for repairs/malfunctions of mobile electronic devices. Any employee bypassing P&L Office SPOC for mobile electronic devices, repairs or upgrades will be responsible for the associated cost of the replacement, repair or upgrade as well as disciplinary actions.

**K. Lost/Stolen Mobile Electronic Devices**

An employee who is assigned a mobile electronic device is responsible for its retention and safekeeping. If mobile electronic device is lost or stolen as the result of an employee's negligence, the employee shall be required to reimburse the Department of Public Safety for the cost of the mobile electronic device.

1. Each employee shall be responsible for equipment assigned, including its use and protection. Lost mobile electronic device protection coverage will not be provided by the Department of Public Safety.
2. If a mobile electronic device is lost or stolen the following steps shall be taken:
  - i. Lost or stolen cellular phones, smart phone or air card shall be reported **immediately** to the P&L Office SPOC on the MECR-DPS form, describing the circumstances of the loss or theft in the "Justification" section of the form or on an attachment to the form.
  - ii. The MECR-DPS form must be signed by the Facility/Section Head and approved through the division's chain of command. The Facility/Section Head shall indicate on the MECR-DPS form whether or not he/she believes the loss or theft is a result of employee negligence and within the control of the employee. After the MECR-DPS form has been approved through the division's chain of command, it shall then be forwarded to P&L Office SPOC.



- iii. The MECR-DPS form shall also be signed and approved by the Director or designee of the P&L Office.
- iv. Once the MECR-DPS form has been approved, P&L Office SPOC shall then report the loss or theft to the vendor to have the service suspended so that the mobile electronic device cannot be used. If the device is later found, P&L Office SPOC will remove the suspension.

In addition, the Facility/Section Head shall complete a State Property Incident Report (SBI-78) in its entirety for each missing device and email it to the Director of Internal Audit as soon as possible, but no later than 10 days after discovery.

**If the employee is found liable for the lost or stolen mobile electronic the employee shall make out a check or money order payable to the NC Department of Public Safety and attach it to a copy of the memorandum and forward it to the Controller's Office.**

**L. Cancellations of Mobile Electronic Devices**

- 1. If it is determined that a Department of Public Safety mobile electronic device is no longer necessary for a given position, the Facility/Section Head or designee shall prepare a DPS Mobile Electronic Communication Request (Form MECR-DPS) to communicate the request to cancel service and shall send the request to the P&L Office SPOC.
- 2. P&L Office SPOC shall then contact the vendor to cancel the service.
- 3. Facilities/Sections that use mobile electronic device plans shall return all mobile electronic devices to the P&L Office SPOC when a plan is cancelled within 14 days of cancellation. P&L Office SPOC shall surplus the mobile electronic devices according N.C General Statute 143-64 Article 3A, DOA Letter dated September 25, 2014, and Departmental Policy.



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**M. Returns/Surplus**

1. All replaced or cancelled mobile electronic device equipment must be sent in to the P&L Office SPOC within 14 days of new device being activated or service is cancelled.

This is to ensure proper processing of mobile electronic devices to the State Surplus Property Agency. The State Surplus Property Agency provides the disposition audit trail for all state government entities when their state owned property reaches the end of its useful life.

2. The following guidelines are to be followed with this procedure:
  - i. Smart Phone/MiFi/Tablet/I-Pads/Basic Phones separated.
  - ii. Holster/Case separated from devices.
  - iii. Mounts (IF ANY) separated from devices.
  - iv. State Surplus has approved to keep old chargers to use as back up to reduce costs.
  - v. Chargers separated by car/wall (IF RETURNED) rolled up individually with a rubber band to secure for counting purposes.

**N. Problems and Complaints**

Any and all problems and/or complaints with mobile electronic devices shall be documented in writing and forwarded to Departmental Purchasing and Services. Facilities/Sections are not to call the vendor. Departmental Purchasing and Services will take steps to eliminate problems and catalog complaints.

**Under no circumstances is the Facility/Section to contact the vendor directly for any reason pertaining to mobile electronic devices.**





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**ATTACHMENT B: MECR-DPS GUIDE SECTION 1 & 2**

**In all cases, please use a legible font or printed handwriting to avoid any errors in processing.**

Section 1

Section 1 contains the basic order information needed to process the MECR form. It is important to completely fill out this section with the correct information to avoid any delays in processing.

- Requester – Supervisor or designee requesting action on MECR
- Department Code – 16 digit department code for the billing of the mobile device
- Street Address – Address where device will be assigned

Section 2

Section 2 contains the request for Type of Service, Vendor Selection, Employee Assignment, and Equipment Selection.

- Type of Service – Please check the type of service requested. When submitting a request for a single line, multiple service types can be checked. When submitting a request for multiple lines, only one type of service request can be checked. A separate MECR form is required for different type of service requests for multiple lines. Example – 3 lines of service requiring a department code change and an upgrade would require 1 MECR form for the upgrades and 1 MECR form for the department code changes.
- Vendor Selection – Choice of vendor that provides best service in coverage area. When unsure of coverage, contact P&L SPOC for clarification.
- Employee Assignment – Employee name, position description and BEACON position number are required entries in this section. When reassigning equipment, the new assigned employee's information will be placed in this section.
- Equipment Selection – Type/Model of device requested and accessories are listed for each device. If the request is for a NEW SERVICE, please leave all Cellular Number boxes blank. If the request is for any other reason, please input the correct Cellular Number in the Existing field and next to any requested Accessory items.

**\*\*\*NOTE** – It is imperative that the number listed is correct. Any error will delay the processing of the request\*\*\*



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**ATTACHMENT C: MECR-DPS GUIDE SECTION 3**

**Section 3**

Section 3 contains the Cost Incurred, Division Signature, Justification, and Budget Signature areas.

- Cost Incurred – Each item is to be listed along with its individual cost, quantity and total cost. When listing the rate plan total cost, use the monthly rate plus any additional feature costs to determine the total. Pricing sheets are available from the P&L SPOC. All costs must be included before sending the form to the budget officer for approval.
- Division Signature – Division Head signature is required for all forms, regardless of cost, for processing.
- Justification – Please enter a reason for the service request here. If the request is for a WARRANTY, the explanation of the defect must be listed as well as any attempts to repair the device. If the request is for a LOST/STOLEN device, a summary of the details of the incident should be entered here. Furthermore, a copy of the loss report should be attached to the request for audit reasons.
- Budget Signature – Any form that incurs a cost, or that may incur a cost, shall be sent for the Main DPS Budget Officer's Signature and Approval.  
**No form, that incurs cost, will be processed without this signature.**

**Any further assistance needed with this procedure can be obtained by contacting the P&L SPOC via email or phone call.**



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**ATTACHMENT D: SPMEDA-DPS SAMPLE**

1



**North Carolina Department of  
Public Safety**

State-Provided Cell Phone Agreement

The Department of Public Safety has determined that \_\_\_\_\_ (employee) must have cell phone service for following business reasons:

- The Department needs to be able to contact the employee outside of normal business hours for business purposes.
- The Department requires that the employee be available to communicate with customers and Department management and respond to important emails while away from the office.

The Department has determined that the most cost-effective means of providing cell phone service to the employee is to provide a State-paid cell phone for business purposes. Because the phone is provided to the employee for valid business reasons and the type of plan and coverage selected is reasonably related to the Department's needs, the value of the cell phone service is not taxable to the employee. The employee does not have to track minutes used for personal reasons vs. minutes used for business.

The following conditions apply:

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- The employee agrees to use the cell phone substantially for business purposes.
- Use of the State-provided cell phone will be terminated and the cell phone returned the Department when the business need for cell phone service is no longer justified or the employee leaves employment with the Department.
- The employee agrees to report lost or stolen devices to the Department immediately. If employee is determined to be found negligent, the employee will be held responsible for the full retail cost of the replacement.
- Personal use of the cell phone will be minimal and will not increase the cost of the service to the Department.
- No personal "applications" are to be installed on the "State Issued Equipment".
- The employee agrees to pay for any personal use that increases the cost of service, including any extra services not needed for business purposes.
- The employee understands that any data (personal or business) on the phone may be reviewed and disclosed in the event of MANAGEMENT request.
- The employee has read, understands, and will abide by the Department's Mobile Electronic Device Policy.

**Acceptance**  
By my signature below, I acknowledge receipt of the following DPS mobile device equipment in good working condition. Additionally, my signature below indicates that I have read and understand the DPS Mobile Device Policy and agree to the conditions of these policies.

3

Printed Name Of Mobile Device User	Title/Beacon Position#
Division	Division Phone #
Mobile Device #	Manufacturer Name/Model
BeaconPosition@gmail.com	Vendor
Mobile Device User's Signature	Supervisors Signature
Date	Date

\*\*\*\*\* Mobile Device Return Receipt\*\*\*\*\*

Supervisor's Signature	Date	Date Equipment Returned
------------------------	------	-------------------------

A signed COPY OF this form shall be given to the EMPLOYEE and a copy sent to the Purchasing & Logistics Office upon issuance and the return of the mobile device.

This form supersedes all other versions. State-Provided Mobile Electronic Agreement Version Date (07/01/16)-blkl01  
Form SPMEDA-DPS



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**ATTACHMENT E: SPMEDA-DPS GUIDE**

**Section 1**

Section 1 - contains the base agreement for issuance of a State Issued Mobile Electronic Device. Enter employee name in the provided space.

**Section 2**

Section 2 - contains the conditions that apply to issuance of a State Issued Mobile Electronic Device. It is imperative that any employee, issued a device by the State, understands and complies to the conditions underlined by this document. Please make sure that any questions are answered and explained before an employee signs this document.

**Section 3**

Section 3 - contains all of the assigned employee end user data. State Issued Mobile Electronic Devices are assigned to the Beacon Position Number, not the officer. To alleviate issues when reassigning devices, please set up the device using the following format – [BeaconPosition#@gmail.com](mailto:BeaconPosition#@gmail.com) and contact the P&L SPOC for a password assigned to your location.

Once this formed is completed, a copy must be given to the employee and one must be sent to the P&L SPOC to be filed with the MECR DPS Form. Upon issuance\* or return of the device, this form must be updated and sent to the P&L SPOC to be filed with the MECR DPS form.

\*\*\*issuance includes any upgrade to a new device or replacement of existing device due to loss or damage\*\*\*