



STATE OF DELAWARE
DEPARTMENT OF TECHNOLOGY AND INFORMATION
 801 Silver Lake Blvd.
 Dover, Delaware 19904

Doc Ref Number:	DTI-0046.02	Revision Number:	6
Document Type:	Enterprise Policy	Page:	1 of 6
Policy Title:	Portable Wireless Network Access Device Policy		

Synopsis:	Establish rules for the use of the portable wireless network access device and its connection to the State of Delaware network.		
Authority:	Title 29 Chapter 90C Delaware Code, §9004C – General Powers, duties and functions of DTI “2) Create, implement and enforce statewide and agency technology solutions, policies, standards and guidelines, including as recommended by the Technology Investment Council on an ongoing basis and the CIO”		
Applicability:	This Policy is applicable to all users of the State of Delaware communications and computing resources. DTI is an Executive Branch Agency and has no authority over the customers in Legislative and Judicial Branches, as well as School Districts, and other Federal and Local Government entities that use these resources. However, all users, including these entities, must agree to abide by all policies, standards promulgated by DTI as a condition of access and continued use of these resources.		
Effective Date:	September 28, 2006	Expiration Date:	None
POC for Changes:	Jason Clarke, Chief Operating Officer		
Approval By:	James Collins, Chief Information Officer		
Approved On:	September 28, 2006		





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I. Policy

POLICY SCOPE

This policy applies to all employees of the State of Delaware who use portable wireless devices capable of accessing state computing resources. This policy describes the handheld wireless network access system implementation, recommends guidelines for usage and lists policies and procedures that apply to its use. Portable wireless network access devices are provided to improve customer service and enhance state government efficiencies and will only be provided to employees whose Senior Managers have determined that the employee has a demonstrated need.

The purpose of this policy is to establish rules for the use of portable wireless computing devices and their connection to the State of Delaware network. These rules are necessary to preserve the integrity, availability and confidentiality of the State of Delaware network.

POLICY STATEMENT

Those employees of the State of Delaware who have a need for immediate notification and access to email, voice and web services while away from their office or in a mobile situation are candidates for use of a portable wireless network access device. All usage is covered by DTI's Acceptable Use Policy. Primary use of the portable wireless network access device is for official State of Delaware business. Personal use of state owned portable wireless network access devices (for email, calendar, incoming and outgoing telephone calls) shall be limited to infrequent, incidental and/or emergency use.





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POLICY PROVISIONS

Within each department, agency and/or school district the determining authority and responsibility for issuance of portable wireless network access device shall rest with the Cabinet Secretary, District Superintendent, or similar approving authority.

DTI shall implement appropriate process and controls over the common server, infrastructure, transport services and computing resources under its control. Deployment of the portable wireless network access devices will be limited dependent on available resources.

Network security controls must not be bypassed or disabled. To the extent possible, security capabilities of the wireless device should be employed that are consistent with the [Acceptable Use Policy](#). Use of any Cellular Telephone access shall be governed by a policy. [DTI's Cellular Telephone policy](#) can be used as guidance.

Violation of this policy may result in disciplinary action, loss of access privileges to the common server infrastructure, civil, and criminal prosecution.

POLICY OVERVIEW

The Department of Technology and Information (DTI) supports portable wireless network access as a line of service for customers. Support of full integration of e-mail, calendaring, contacts, etc. into a portable wireless network access device is provided only for those customers articulating a clear business need for their employees.

The provisioning of portable wireless network access devices, not owned by the State, is limited to those fully compliant with State standards and policies and must be approved by the appropriate approving authority. Link to request form - [Personal Mobile Device Network Access Request](#).

The State of Delaware Chief Information Officer (CIO) or designee may limit which devices, or which individuals, may connect to the State network if reasonable risks are identified.

Note: Only devices and configurations approved by DTI will be connected to the state network. State owned devices can utilize the AirWatch device management client.



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Below are some of the security controls that are used as criteria for approving portable wireless network access devices.

- Strong passwords/history
- Password expiration
- Lockout after 7 failed attempts
- Encryption
- Inactivity timeout
- Remote wiping for lost/stolen devices

Deployment of state-owned wireless network access devices will be limited, and will be authorized based on the following criteria:

- **Program Focus:** The purpose of portable wireless network access devices are to provide continued access to resources deemed necessary for providing continued support in maintaining the functionality of their agency's program. Without such device decisions may be delayed and the effectiveness of the program shall be reduced.
- **Employee Focus:** Like all office tools, effective utilization of a portable wireless network access device requires a successful match with the activities of staff who are candidates for using them. Portable wireless network access devices should be reserved for management, technical or program staff that is either mobile for a significant percentage of their workday, travel to multiple offices and require immediate access to e-mail, calendar or other information resources/systems as a part of their normal job activities.
- **Available Resources:** Funds for the purchase and monthly subscription costs for portable wireless network access devices are the responsibility of the Customer. Customers seeking to deploy portable wireless network access devices should clearly articulate the source of funds to support the upfront and ongoing costs, and also demonstrate a commensurate reduction in costs for other services where applicable. (For example, to the extent that deployment of these devices obviates the need to have staff utilize other wireless services – e.g., a wireless network card for a laptop computer – Customers should quantify expected savings in their written request.)
- **Technology Supported:** DTI has chosen to support the portable wireless network access devices which employ telecommunications standards and will evaluate various



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technologies as market conditions warrant to determine the most effective options for deploying this service. Only those devices specifically available through the State contract may be purchased with State funds.

RESPONSIBILITY

The DTI Security Office is responsible for the development and maintenance of the procedures to implement this policy. The administration, procedural and enforcement responsibilities of this policy may be delegated to other DTI staff.

The requestor (Customer) is responsible for using the portable device in a manner consistent with the [Acceptable Use Policy](#) in an effort to provide continued customer service and enhance Department program mandates.

II. Definitions

Mobile Device Management (MDM) – It is a solution that helps to secure, monitor and manage mobile devices.

III. Development and Revision History

Initial version established January 1, 2004
Reformatted version established August 7, 2006.
Updated September 28, 2006.
Appendix removed May, 2008.
Revised to address personally owned devices on May 21, 2010.
Revised to include mobile device management on 11/1/2012.
Revised to add request form link, clarify state owned device management client, changed responsibility to Security Office on 2/21/2018.

IV. Approval Signature Block



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On File	
Name & Title: Cabinet Secretary - State Chief Information Officer	Date September 6, 2006

