

HONOLULU POLICE DEPARTMENT
POLICY
ORGANIZATION, MANAGEMENT, AND ADMINISTRATION

December 16, 2019

Policy Number 2.41

DEPARTMENTAL SMARTPHONES

POLICY

The acquisition and use of department-issued smartphones shall be in accordance with applicable laws, the city's Mobile Computing Device Agreement and Acceptable Usage of Information Technology Resources Policy, and this directive.

PROCEDURE

I. DEFINITION

Smartphone: A mobile telephone that provides advanced capabilities and has a complete operating system that is capable of running applications and linking to the city's exchange server.

II. ACQUISITION

A. Department-issued smartphones are authorized for officers on patrol assignments, in specialized elements, and those at the rank of captain and above. Other sworn/civilian personnel designated by their command may be authorized to have department-issued smartphones.

B. New and replacement smartphones shall be acquired as follows:

1. New Smartphones

A request for a new smartphone shall be submitted with a justificatory To/From report to the major or designee of the Information Technology Division (ITD) via the chain of command; or

2. Replacement Smartphones

A request for a replacement smartphone shall be submitted with an appropriate justification utilizing the "Request for Replacement of Issued Item(s)" e-form and sent via channels to the ITD with an e-form copy to the Finance Division.

III. USE OF SMARTPHONES

- A. Smartphones shall be used only for authorized police purposes. Smartphones are issued to individual employees and are associated with the employee's city e-mail, calendar, and other applications available through an active synchronization application. Each smartphone is configured with the city's authorized mobile device management application.
- B. The following general rules for the use of smartphones shall be adhered to unless doing so will definitely impede the proper performance of duties:
1. The device shall not be used by anyone other than the designed user;
 2. The mobile device management application shall not be removed. Removal of the application may result in the smartphone being wiped and disabled;
 3. Employees shall not access the manufacturer's application store or download applications, free or paid, from any publicly accessible application store or site on the Internet. However, employees are encouraged to download approved applications from the city's enterprise application store;
 4. No collect calls should be accepted;

5. Employees shall reimburse the department for all unauthorized toll (e.g., international, collect, etc.) calls made and received on department-issued smartphones. Reimbursement shall be made in accordance with the current rates listed in the city telephone contract or price schedule; and
6. All terms and conditions set forth by the city, department, wireless carrier, and manufacturer shall be abided by.

C. Use of Mobile Electronic Devices While Operating a Motor Vehicle

Officers shall only use hands-free mobile electronic devices while operating a motor vehicle. Use of such devices in and outside the scope of official duties shall be in accordance with applicable laws; Policy 4.16, MOBILE DATA COMPUTERS; and Policy 2.21, STANDARDS OF CONDUCT.

IV. CONTROL OF SMARTPHONES

Each element that has one or more smartphones issued to the element or to individuals in the element shall have procedures in its manual of operations that govern the control of these smartphones. The procedures shall include the subjects listed below:

- A. User responsibilities, such as the proper maintenance and treatment of the smartphone (e.g., observing proper storing conditions, charging the batteries, adhering to warranty conditions, etc.);
- B. Circumstances when its use is appropriate; and
- C. Circumstances when its use is inappropriate (e.g., personal calls, use of personal e-mail, etc.).

V. ISSUES

- A. Whenever a smartphone is inoperable, the employee shall call the ITD helpdesk for assistance (see the Honolulu Police Department (HPD) intranet for contact information).
- B. With the exception of normal wear and tear, any damage to a smartphone shall be documented by the employee who was responsible for the smartphone when the damage occurred. The employee shall initiate either a Miscellaneous Public case, which should cross reference any relevant reports (e.g., Motor Vehicle Collision report) or the appropriate criminal case.
- C. In the event that the smartphone is lost or stolen, the employee or the employee's supervisor (if the employee is incapacitated) shall call the ITD helpdesk, as soon as practicable, to report the loss in order to preserve the security of the data and resources.

VI. SUGGESTIONS

Employees who have innovative ideas or suggestions on how to better use smartphones for work-related purposes are encouraged to contact the ITD commander directly or utilize the suggestion box on the HPD intranet.



SUSAN BALLARD
Chief of Police

Post on bulletin
board for one week

Policy first issued
May 9, 2002