

Diocese of Pensacola-Tallahassee Personal Communication Devices and Voicemail Policy

1.0 Purpose

This document describes Information Security's requirements for Personal Communication Devices and Voicemail for Diocese of Pensacola-Tallahassee.

2.0 Scope

This policy applies to any use of Personal Communication Devices and Voicemail issued by or used for Diocese of Pensacola-Tallahassee business.

3.0 Policy

3.1 Issuing Policy

Personal Communication Devices (PCDs) will be issued only to Diocese of Pensacola-Tallahassee personnel with duties that require them to be in immediate and frequent contact when they are away from their normal work locations. For the purpose of this policy, PCDs are defined to include handheld wireless devices, cellular telephones, notebooks, tablets, iPads ©, laptop wireless cards and pagers. Effective distribution of the various technological devices must be limited to persons for whom the productivity gained is appropriate in relation to the costs incurred.

Handheld wireless devices may be issued, for operational efficiency, to Diocese of Pensacola-Tallahassee personnel who need to conduct immediate, critical Diocesan business. These individuals generally are at the executive and management level. In addition to verbal contact, it is necessary that they have the capability to review and have documented responses to critical issues.

3.2 Bluetooth

Hands-free enabling devices, such as the Bluetooth, may be issued to authorized Diocese of Pensacola-Tallahassee personnel who have received approval. Care must be taken to avoid being recorded when pairing Bluetooth adapters; Bluetooth devices can have a range of 330 feet.

3.3 Voicemail

Voicemail boxes are issued to Diocese of Pensacola-Tallahassee personnel who require a method for others to leave messages when they are not available. These can be associated with a PCD or desk phone. Voicemail boxes must be protected by a PIN which must never be the same as the last four digits of the telephone number of the voicemail box.

- a. Voicemail messages may be checked by another co-worker if you are unable to do so.
- b. Messages left regarding diocesan-related issues should be answered as soon as possible.
- c. There is no Diocesan retention period defined for voicemail messages but audio files emailed to staff can be archived according to USCCB retention standards for business-related materials.

3.4 Loss and Theft

Files containing confidential or sensitive data may not be stored in PCDs unless protected by approved encryption. Confidential or sensitive data shall never be stored on a personal PCD. Charges for repair due to misuse of equipment or misuse of services may be the responsibility of the employee, as determined on a case-by-case basis. The cost of any item beyond the standard authorized equipment is also the responsibility of the employee. Lost or stolen equipment must immediately be reported.

In the event a PCD or a diocesan information system accessible by a PCD has been compromised, the Information Technology Department will take all necessary precautions to safeguard diocesan data and contain the breach. These actions can include remotely wiping all data on a device, regardless of ownership, if it is used for diocesan business.

3.5 Personal Use

PCDs and voicemail is issued by the Diocese of Pensacola-Tallahassee for business purposes. Personal use should be limited to minimal and incidental use.

3.6 PCD Safety

Conducting telephone calls or utilizing PCDs while driving can be a safety hazard. Drivers should use PCDs while parked or out of the vehicle. If employees must use a PCD while driving, Diocese of Pensacola-Tallahassee requires the use of hands-free enabling devices, where state and local laws permit.

4.0 Enforcement

Any employee found to have violated this policy may be subject to disciplinary action that leads to being ineligible for continued use of PCDs. Extreme cases could lead to additional discipline, up to and including termination of employment.

5.0 Definitions

Term	Definition
Bluetooth	Bluetooth is an industrial specification for wireless personal area networks (PANs), also known as IEEE 802.15.1. Bluetooth provides a way to connect and exchange information between devices such as personal digital assistants (PDAs), and mobile phones via a secure, globally unlicensed short-range radio frequency. Source: Wikipedia
Confidential or sensitive data	All data that is not approved for public release shall be considered confidential or sensitive.
PCD	Personal Communication Device; analog or digital.

6.0 Revision History

April 26, 2012: Updated Section 3.1:

3.1 Issuing Policy

~~Personal Communication Devices (PCDs) will be issued only to Diocese of Pensacola-Tallahassee personnel with duties that require them to be in immediate and frequent contact when they are away from their normal work locations. For the purpose of this policy, PCDs are defined to include handheld wireless devices, cellular telephones, laptop wireless cards and pagers. Effective distribution of the various technological devices must be limited to persons for whom the productivity gained is appropriate in relation to the costs incurred.~~

For the purpose of this policy, PCDs are defined to include handheld wireless devices, cellular telephones, **notebooks, tablets, iPads** **©**, laptop wireless cards and pagers.

April 26, 2012: Updated Section 3.3: Voicemail boxes ~~may be issued~~ **are issued** to Diocese of Pensacola-Tallahassee personnel
July 18, 2013: Section 3.6: addition: If employees must use a PCD while driving, Diocese of Pensacola-Tallahassee requires the use of hands-free enabling devices, **where state and local laws permit**.

July 18, 2013: Section 3.3: addition: a. **Voicemail boxes maybe checked by another co-worker if you are unable to do so.**

b. **Messages left regarding diocesan-related issues should be answered as soon as possible.**

c. **There is no Diocesan retention period defined for voicemail messages but audio files emailed to staff at the Pastoral Center can archive messages according to USCCB retention standards for business-related materials.**

March 19, 2014: Section 3.3 c: at the Pastoral Center

May 2, 2018: Sec 3.3 Addition: These can be associated with a PCD or desk phone.

May 2, 2018: Updated: Voicemail boxes ~~are~~ **is** issued to

May 2, 2018: Sec 3.4: Addition: In the event a PCD or a diocesan information system accessible by a PCD has been compromised, the Information Technology Department will take all necessary precautions to safeguard diocesan data and contain the breach. These action can include remotely wiping all data on a device, regardless of ownership, if it is used for diocesan business.

May 2, 2018: Updated: Sec 3.5: PCDs and voicemail ~~are issued for~~ **by** the Diocese of Pensacola-Tallahassee **are for** business **purposes**. Personal use should be limited to minimal and incidental use.

May 2, 2018: Sec 2.0: deleted: This policy applies to any use of Personal Communication Devices and ~~Diocese of Pensacola-Tallahassee~~ Voicemail issued by ~~Diocese of Pensacola-Tallahassee~~ or used for Diocese of Pensacola-Tallahassee business.

Sept. 27, 2018: Section 3.3.a: Change: ~~voicemail maybe checked~~ **Voicemail messages may be checked**

Jul. 26, 2019: section 3.2: Change: ~~Bluetooth 2.0 Class 1 devices have~~ **Bluetooth devices can have**