
POLICY AND PROCEDURES

Office of Management

CDER Mobile Device Policy

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PURPOSE

To establish the policy and procedures for the issuance, maintenance, and use of mobile devices provided to employees and contractors of the Center for Drug Evaluation and Research (CDER).

BACKGROUND

The Agency is advancing its mobile device platform by making available a variety of mobile devices for staff to use in the course of their work. Due to budgetary changes, increased accountability, and efficiency in the government, Executive Order (EO) 13589, Promoting Efficient Spending, was released November 2011. The EO states “Each agency should take steps to limit the number of IT devices (e.g., mobile phones, smart phones, desktop and laptop computers, and tablets) issued to employees, consistent with the Telework Enhancement Act of 2010 (Public Law 111 292), operational requirements (including continuity of operations), and initiatives designed to create efficiency through the effective implementation of technology.”

To comply with EO 13589, CDER's policy is to issue mobile devices to employees and contractors who require such devices in order to meet CDER's mission or because of a reasonable accommodation/medical need. Implementing this policy and procedure will help CDER reduce the overall number of devices included in its technological footprint while still ensuring that CDER staff has the IT tools needed to perform mission critical duties.

POLICY

This procedure applies to all employees and contractors within CDER's management structure. These procedures also apply to government-furnished information management and technology solutions that store, process, transmit, or receive FDA and/or CDER information, such as handheld mobile devices and smartphones that may be used at locations outside of CDER's secured network and physical environment.

RESPONSIBILITIES

1. CDER Managers and Supervisors
 - a. Approve the issuance of mobile devices based on the criteria outlined in this procedure.
 - b. Ensure mobile devices are used exclusively by authorized CDER users and for the performance of official CDER business.
 - c. Ensure employees are aware of all the policies and requirements of the mobile devices they use.
 - d. Address incidents of inappropriate use and non-compliance with the principles outlined in this procedure.
 - e. Review quarterly report provided by the Senior Management Officers and/or CDER IT Coordinators of mobile devices and usage to determine a continued need for all employees who possess a government-furnished device.
2. Users
 - a. Comply with all policies and procedures set forth by FDA and within this document pertaining to the government-issued mobile devices they use, activities performed on these mobile devices, and accountability of assigned property
 - b. Be aware of information security requirements associated with the use of mobile devices.

- c. Take appropriate precautions to prevent damage to or loss or theft of the device(s).
- d. Contact Employee Resource and Information Center (ERIC) and notify their supervisor in the event a mobile device is lost or stolen.
- e. Contact FDA's Information Technology (IT) Security in the event of an information breach.
- f. Coordinate with the supervisor of record to return the mobile device for any reason,
- g. Comply with state and local laws governing the use of mobile devices while operating a motor vehicle.

3. Penalties

- a. Issuance of a mobile device is based on business need and is not an employee right. Mobile devices must always be used properly and responsibly. End users who do not comply with the procedures detailed in this document are at risk of losing the privilege to use these government-issued devices.
- b. Failure to comply with Department or Agency, specifically FDA Staff Manual Guide 3140.1 "FDA Policy on Use of Government Electronic Equipment and Systems" could result in administrative and/or disciplinary action.
- c. Government-issued mobile devices are subject to technical scans as well as continual and random monitoring by FDA IT Security. Users who are not in compliance with these policies will be notified and may be required to forfeit their privilege to use government-issued mobile devices.

PROCEDURES

Mobile devices are a valuable tool in conducting CDER business. It is the intent of CDER to protect and maintain user safety, security, and privacy, as well as protect enterprise information assets while users utilize these tools. Use of mobile devices supplied by or funded by CDER must be primarily for enterprise business.

1. Eligibility Criteria

- a. Managers must determine that the possession and use of a mobile device is necessary for an employee to effectively carry out their job responsibilities.
- b. The following criteria will be used to determine eligibility:
 - i. The employee needs to be available outside normal business hours.
 - ii. The position of the employee requires them to spend time outside of their assigned office, and it is vital to the agency that the employee remains accessible during those times.

2. Obtaining Mobile Devices

- a. All eOrders for mobile devices must be accompanied by a completed and approved CDER Mobile Device Request form. The form must be routed to the Office IT Liaison and other office staff responsible for placing eOrder requests as applicable to each particular office, i.e., Office Budget Officer, Admin Officer, etc. The office will keep the form on file as long as the employee maintains the approved mobile device(s).
- b. CDER Offices will pay for and provide one (1) mobile device subscription per approved mobile user. Offices can grant exceptions for users to possess multiple mobile devices when there is a business need (e.g., smartphone and tablet). There will be no exceptions to issue two smartphones to the same user.

3. Replacing Lost, Stolen, or Broken Devices

- a. If the mobile device is lost or stolen, the user must immediately report the loss to ERIC as well as to their supervisor of record.
- b. Any lost, stolen, or broken devices will result in the employee receiving the most cost-efficient device available. This means that the employee may not receive the same device model that was originally issued.

4. Choose Your Own Device

The models available for selection in CDER are listed on [Inside.fda](#). Please search on :ITInitiatives/ChooseYourOwnDevice:

- a. Employees who currently have a mobile device (BlackBerry) may not be able to switch to a new device right away. Upgrade eligibility is based on the employee's service provider. Employees who have devices with service provided by Verizon must have their current device for 10 months prior to switching devices. Devices covered by service with AT&T will require 18 months.

- b. Requests submitted outside of the eligibility period will require a strong business justification and supervisory approval. The Office may be required to approve funding for the full retail cost or early upgrade cost of the device.

5. Accessories

- a. Programs will be expected to provide a case and a tempered glass screen protector for each mobile device.
 - b. Programs may choose to purchase additional accessories for employees such as Bluetooth devices or chargers.
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REFERENCES

1. Executive Order 13589, "Promoting Efficient Spending
 2. FDA Staff Manual Guide 2620.2, "Accounting, Inventory Controls, Utilization, and Disposal of Accountable Property Assigned to Custodial Areas"
 3. Telework Enhancement Act of 2010 (Public Law 111 292)
 4. FDA Staff Manual Guide 3140.1, "FDA Policy on Use of Government Electronic Equipment and Systems"
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DEFINITIONS

1. Mobile Device – Any cellular mobile device, and Mi-FI devices (tablets and aircards).
2. Smartphone – A mobile device that performs many of the functions of a computer, typically having a touchscreen interface, Internet access, and an operating system capable of running downloaded applications. The device includes a phone line, messaging, scheduling, email, and Internet capabilities.

EFFECTIVE DATE

This MAPP is effective upon date of publication.

CHANGE CONTROL TABLE

Effective Date	Revision Number	Revisions
08/15/16	Initial	N/A

ATTACHMENT 1

CDER Mobile Device Request

Employee Information:

Full Name: _____
Organization (Super Office/Office/Div.): _____
FDA Email Address: _____
Office Phone Number: _____

Request Information:

What are you requesting?
New Phone
Replacement/upgrade of old phone

Select Device Type:

Blackberry iPhone Android / Samsung MiFi

Please provide justification of New Phone:

If you are requesting a replacement:

Device Model: _____
Current Cell Number: _____
Eric Helpdesk Ticket Number which was created to troubleshoot the issue with your current device:

Digital Signature: _____

Supervisory Concurrence:

Digital Signature: _____

For Office to Fill

Is employee eligible for an upgrade? Yes No
Date of last upgrade: _____
Select Carrier:
 Verizon AT&T
eOrder Submitted by : _____
eOrder Number: _____