

General Questions 4a, 4b

Only certain positions, outlined below, can obtain an electronic device. However, to limit mobile communication and device costs, they are required to go through the following four-step process to obtain an electronic device:

1. The supervisor must submit an IT request form that includes the staff member's name, position, item requested and valid business justification for device issuance.
2. The approving supervisor then forwards the IT request form to the Deputy Director of that respective department for review and approval.
3. Once approved by the Deputy Director, the approved and signed form is reviewed by the agency Business Operations Manager for review and approval.
4. Once approved by the Business Operations Manager, the form is forwarded, with approval, to the Chief Information Officer. The Chief Information Officer will review the request and determine if there are alternative methods to satisfy the requestors requirements and if it is determined that there are no other effective means other than to issue the device, the device is issued to the requestor and the information is stored in a database.

Additionally, at least every quarter or upon request, the Chief Information Officer reviews the current list of issued equipment with the agency Director to ensure continuing need and make adjustments as needed.

When a staff member leaves DYRS, Human Resources staff requests an inventory from IT on all electronic equipment that was issued to the departing staff member. Any issued equipment is returned to Human Resources as part of their check out process and given to IT. IT then updates the equipment database and returns the item to inventory.

A summary staff positions able to receive cellular phones are listed below:

Social Workers/Case Managers/Youth Treatment Managers – Required to have a cell phone to keep in contact with their assigned youth and youth's parents during normal and after business hours.

Supervisory and Youth Development Representatives – Required to have a cell phone to communicate with each other and Executive Staff as well as receive email notifications on any pending or occurring activity or notifications.

IT Staff– Required to have cell phones to provide IT support throughout the agency 24x7.

Transportation Staff – Required to have cell phones when in transport of youth to/from facilities and court (cell phones are checked out by the assigned staff member at time of departure and returned to the transportation “pool” upon return).





Facilities Staff (including locksmith) – Required to have cell phones to be reachable in the event there are facility related issues 24x7.

Medical Staff – Required to have cell phones to communicate with all medical personnel during and after normal work hours.

Executive Staff (Director/Chief of Staff/Legal/Dep. Directors/CIO/PAO/Departmental Managers) – Required cell phones to be accessible 24x7.

