

UAMS Cell Phone Changes

When – Ordering - Effective April 18th

When – Billing - End of June

What – Cell phones, aircards and iPads w/3G service
(not foundation funded devices)

What – All phones stay with current vendor

Who – Karen Miller – Cell Phone Administrator

Michael Williams – Support

Why - \$500,000 in savings

What Changes

- No more framework orders!!!
- No more long calls with ATT and Verizon
- Department assigns one cell phone liaison
- Telecom does all ordering and billing
- New WSCA contract
 - ATT = 21 month upgrades
 - Verizon = 10 month upgrades
 - Smart phones get free text
 - ATT - all text (SMS MMS)
 - Verizon – standard SMS only

Rate Plans

- ATT
 - Phone only users
 - Flat Rate
 - 250 ATT to ATT, and 250 nights and weekends
 - .08/minute all calls after those mentioned above
 - Per Minute Usage
 - unlimited ATT to ATT, and 5000 nights and weekends
 - Peak Calls .08/minute
 - Smart Phones (Blackberry, iPhone or android)
 - Flat rate data \$35 (unlimited data and text in USA)
 - 5000 nights and weekends
 - Unlimited ATT – ATT mobile
 - Peak calls .06/minute

Rate Plans

- Verizon
 - Phone only users
 - Flat rate - \$8.99/ month all calls .10/minute
 - Per Minute Usage
 - unlimited Verizon to Verizon, and nights and weekends
 - Peak Calls .08/minute
 - Smart Phones (Blackberry, iPhone or android)
 - Flat rate data \$35 (unlimited data and standard text in USA)
 - Unlimited nights and weekends
 - Unlimited Verizon to Verizon mobile
 - Peak calls .05/minute

All Other Features

- No family talk
- Text plans stay as is
- Extra features stay as is
- International access stay as is
- Blocked features stay as is unless text for smart phones

Policy

Department Responsibilities

Deans and Vice Chancellors are ultimately responsible for the use of cell phones/services in their respective divisions. They should designate an individual to serve as their telecommunications liaison and have primary responsibility to:

- Make the initial recommendation on whether a phone is provided to an employee and on what basis. Sending the request to Telecommunications.
- Inform the employee what plan they are on and notify them of their responsibilities.
- Monitor usage on a regular basis for policy compliance, continued business need and appropriate use.
- Ensure that when an employee changes departments or leaves UAMS, all equipment (including chargers, extra batteries, hands-free devices, etc.) is returned and service is cancelled, transferred to another employee, or transferred to another department. All equipment is the property of UAMS and will not be transferred to a terminating employee. The responsibility of the phone service and ownership of the phone number can be transferred to a terminating employee if the department approves the release of that number.

Policy

Employees Responsibilities:

UAMS acquires the cellular/wireless phone/service and assigns the phone to a specific individual (or shared function) who agrees to limit non-UAMS business calls.

- At termination, the employee must return the phone and accessories to their department liaison.
- The department may ask the employee to review the monthly bill if the monthly charges exceed the expected minutes, or if unauthorized features such as downloads, games or ringtones are charged to the phone. The employee may be asked to reimburse UAMS within 30 days for excessive or inappropriate charges. Departments should deposit the reimbursement through a Cash Receipts Report as a reduction of expense using the same SAP account used to record the phone's monthly expense.
- An employee may not operate a personal business from a UAMS cell phone.
- Employees agree not to text, email or surf the web while driving.
- The use of the imbedded camera must follow the restrictions outlined in UAMS Policies 3.1.44 Patient Photography, 3.1.05 Sexual Harassment and 3.1.38 Protecting PHI
- Employees issued a cell phone with data access or data device must keep it protected in accordance to UAMS Policy 3.1.17 Mobile Device Safeguard

Policy

Department of Telecommunication Responsibilities:

- Is responsible for taking and processing requests for new service, upgrades, accessory orders and disconnects from the department cell phone liaison.
Is the primary UAMS contact for all of the cell phone vendors
- Telecommunications will review, approve and forward the vendor bill to Accounts Payable for payment.
- Telecommunications will bill each department monthly for the usage associated with each phone. This charge will include an administration fee of \$2.50 (this amount will not be accessed against grant accounts)
- Monthly, the master cell phone bill will be downloaded from the vendor. The usage will be trended by cell phone number and reviewed for abuse or billing errors. Any plan adjustments necessary to keep monthly service as economical as possible will be made.
- Usage reports will be made available to each department for review and the amount will be recharged to the department account.
- Telecommunications will review billing history and notify the department cell phone liaison of any unusual usage and possible ways to further reduce their monthly expenses.

Procedure

Ordering Process

- Once a department determines they would like to offer an employee a device, the department liaison will complete and submit the Cell Phone Request Form found at www.uams.edu/telecom.
- Telecommunications will then provide the department an approved list of devices.
- Orders will be placed daily for requests received by noon each business day.
- Once the phone arrives, Telecommunications will activate the phone and the department will then be notified that they can pick up the device from the Telecommunications, Central building, G280. For employees working outside of Pulaski County arrangements will be made with the cell phone vendor to drop ship the device to the remote office.

Procedure

Upgrade Process

- The current contract allows for upgrades of equipment every 10 -21 months based on the vendor.
- Changes in equipment prior to that timeframe may only occur if the current device is damaged/malfunctioning or lost. The cost of this replacement will be the full retail price.
- The department liaison, not the end user, may request an upgrade through Telecommunications.
- Telecommunications will determine if the request can be granted and notify the department liaison of the options and associated costs.
- Once the device is chosen it will be ordered by the Telecommunications department that same day if the request is received by noon.
- Once the device is delivered, Telecommunications will arrange to have the existing number transferred over to the new device. If it is a data device, Telecommunications will assist with UAMS email setup. The IT Technical Support Center at (501) 686-8555 can also help with UAMS email setup.
- The department will be notified that the device is ready for pick up from the Telecommunications office, Central building, G280. For employees working outside of Pulaski County arrangements will be made with the cell phone vendor to ship the device to the remote office.

Procedure

Appeals Process

- If a department requests a device for an employee and it is determined based on their job responsibilities that the requested device is not approved, the department has the right to appeal that decision.
- Denial of a request will be issued by Telecommunications in writing with an explanation of the reason.
- To appeal the decision, send a copy of the original request form, the denial letter, and a formal request signed by the Dean or Vice Chancellor to Holly Naramore at naramorehollyj@uams.edu
- The appeal will be reviewed and a decision made within two business days.

Procedure

International Travel Process

- International roaming is available only on specific devices and due to the potential of fraud and the enormous charges that can be incurred when using a device when traveling outside the US, international roaming capability will not be a default setting.
- Department cell phone liaisons must notify the Cell Phone Administrator one week in advance of the employee leaving the US to determine if the device is capable of international service and to select an appropriate rate plan.
- The department will be told in advance the cost of such usage and will be responsible for paying those costs.
- Once the employee has returned, it is the responsibility of the department cell phone liaison to notify the cell phone administrator to suspend that feature and any associated plan.

Procedure

Damage, Loss, Theft and Disposal Process

- Damaged handsets or other equipment should be reported to the department assigned cell phone liaison who will notify Telecommunications.
- Telecommunications will contact the vendor for replacement or repair.
- Lost or stolen cellular equipment must be immediately reported to the employee's supervisor, Telecommunications, and the IT Technical Support Center (501-686-8555) 24x7x365 in order to remotely wipe the data off the device before calling the vendor to have the number suspended or cancelled. All thefts must be reported to law enforcement immediately.
- All costs incurred for replacement or repair will be the responsibility of the employee's department. A department may choose to have the employee reimburse them for the cost of the replacement.
- All broken or unused phones should be sent to State M&R for disposition.

USER INFORMATION			
Name (<i>Last, First, </i>)			
Position Title		Department	
DEVICE JUSTIFICATION			
VOICE ONLY	VOICE AND DATA	VOICE/DATA/CLINICAL APP ACCESS	LAPTOP AIRCARD OR iPad
Physician or APN <input type="checkbox"/>	Physician or APN <input type="checkbox"/>	Physician or APN <input type="checkbox"/>	Physician or APN <input type="checkbox"/>
Direct patient care <input type="checkbox"/>	Direct patient care /data review <input type="checkbox"/>	Direct patient care /data review <input type="checkbox"/>	Direct patient care /data review <input type="checkbox"/>
Staff/faculty away from desk 3 hours/day <input type="checkbox"/>	Staff/faculty away from desk 3 hours/day needing access to documents within 30 minutes <input type="checkbox"/>	Away from desk 3 hours/day and are responsible for mission critical applications <input type="checkbox"/>	Away from desk 3 hours/day and are responsible for mission critical applications <input type="checkbox"/>
Daily off campus travel for UAMS <input type="checkbox"/>			Daily off campus travel for UAMS <input type="checkbox"/>
On-call <input type="checkbox"/>	On-call <input type="checkbox"/>	On-call voice response and system access <input type="checkbox"/>	On-call system access <input type="checkbox"/>
DEVICE			
Flip Phone <input type="checkbox"/>	Blackberry <input type="checkbox"/>	Droid <input type="checkbox"/>	USB Aircard <input type="checkbox"/>
Open Face Phone <input type="checkbox"/>		iPhone <input type="checkbox"/>	iPad <input type="checkbox"/>
ACCESSORIES			
Car Charger <input type="checkbox"/>	Car Charger <input type="checkbox"/>	Car Charger <input type="checkbox"/>	
Carrying Case <input type="checkbox"/>	Carrying Case <input type="checkbox"/>	Otter box(for iPhone) or Carrying Case <input type="checkbox"/>	
Bluetooth headset <input type="checkbox"/>	Bluetooth headset <input type="checkbox"/>	Bluetooth headset <input type="checkbox"/>	
RATE PLAN AND FEATURES			
Mobile to Mobile 5000 <input type="checkbox"/>	Plan includes unlimited data and text	Plan includes unlimited data and text	
Text Messaging <input type="checkbox"/>			
Expected International travel this year <input type="checkbox"/>	Expected International travel this year <input type="checkbox"/>	Expected International travel this year <input type="checkbox"/>	Expected International travel this year <input type="checkbox"/>
		Device Insurance Required for iPhone or Droid <input type="checkbox"/>	
Additional Comments or requests:			
DEPARTMENT CONTACT AND BILLING INFORMATION			
Dept Telecom Liaison Name:		Dept Telecom Liaison Phone Number:	
Department Account Number to bill initial and monthly charges:			
Dept Business Officer Signature approving this order:			

USER INFORMATION

Name (Last, First,)	Wireless Number:	Current Vendor:
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Position Title	Department
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DEVICE REPLACEMENT - Only like for like devices will be ordered. Use the Level Justification section below to request a category upgrade

Flip Phone <input type="checkbox"/>	Blackberry <input type="checkbox"/>	Droid <input type="checkbox"/>	USB Aircard <input type="checkbox"/>
Open Face Phone <input type="checkbox"/>		iPhone <input type="checkbox"/>	iPad2 with 3G service <input type="checkbox"/>

ACCESSORIES

Car Charger <input type="checkbox"/>	Carrying Case <input type="checkbox"/>	Bluetooth headset <input type="checkbox"/>	Other(list here) _____
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RATE PLAN OR FEATURE ADDITIONS

Mobile to Mobile 5000 <input type="checkbox"/>	Text Messaging <input type="checkbox"/>	International travel <input type="checkbox"/>	Device Insurance Required for iPhone or Droid <input type="checkbox"/>

LEVEL JUSTIFICATION – Only needed if requesting an upgrade from a phone to device that has a data package

	VOICE AND DATA	VOICE/DATA/CLINICAL APP ACCESS	
	Physician or APN <input type="checkbox"/>	Physician or APN <input type="checkbox"/>	
	Direct Patient Care /data review <input type="checkbox"/>	Direct Patient Care /data review <input type="checkbox"/>	
	Staff/faculty away from desk 3 hours/day needing access to documents within 30 minutes <input type="checkbox"/>	Away from desk 3 hours/day and are responsible for mission critical applications <input type="checkbox"/>	
	On-call <input type="checkbox"/>	On-call voice response and system access <input type="checkbox"/>	

ACCOUNT NUMBER CHANGE: CURRENT UAMS ACCOUNT: _____ **NEW UAMS ACCOUNT:** _____

DEPARTMENT CONTACT AND BILLING INFORMATION

Dept Telecom Liaison Name	Dept Telecom Liaison Phone Number:
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Dept Business Officer Signature approving this order:

Contact Information

- Karen Miller
- Cell Phone Administrator
- kmiller3@uams.edu
- 686-8959
- Michael Williams
- Cell Phone Support Specialist
- michael@uams.edu
- 686-5004