

MANAGEMENT DIRECTIVE

USE OF DEPARTMENT PORTABLE COMPUTER/ELECTRONIC DEVICES

Management Directive # MD 11-02

Date Issued: 07/01/11

- New Policy Release
- Revision of existing Management Directive 08-03, Use of Department Portable Computing Devices, dated 11/17/08.

Revision Made: **NOTE: Current Revisions are Highlighted**

This Management Directive has been updated to reflect changes in the payment procedure for lost portable computers/electronic devices. In addition, procedures have been updated to have laptops connected to office network on a monthly basis. Further, the name of Bureau of Information Services has been changed to the Business and Information Systems Division. Timeframes have been added for sending \$500 fine to Finance for laptops lost/stolen due to employee negligence. The use of digital cameras and broadband cards has been included in this Management Directive. Finally, the title and the Management Directive have been changed

Cancels: None

POLICY/BACKGROUND STATEMENT

The Department continues to focus on the three priority outcomes. We have identified improved safety for children, improved timelines to permanency, and reduced reliance on placement to achieve safety. Timely permanency is achieved, with the first permanency option being reunification, followed by adoption with a relative and legal guardianship, followed by adoption with an unrelated caregiver and legal guardianship.

APPLICABLE TO

This policy applies to all Department employees, contractors, subcontractors, volunteers and other governmental and private agency staff who use portable computer/electronic devices in support of Department and/or County business.

Portable **computer/electronic** devices include, without exception, portable computers, such as laptops and tablet computers; portable or mobile devices, such as, digital cameras, **cell phones/BlackBerry phones**, **broadband cards**, **walkie talkies**, and pagers; and portable storage media, such as flash drives, USB thumb drives, diskettes, tapes, CDs, DVDs and zip disks.

OPERATIONAL IMPACT

Department staff must understand the policy regarding the use of portable **computer/electronic** devices and portable media; and the required protection of personal and/or confidential information used or maintained by the Department and County that resides on such devices, whether or not the devices are owned or provided by the Department.

Telecommuting or participation in the Mobile Worker program necessitates that staff take special care in order to ensure that the confidentiality of case record information/documents is protected at all times, e.g., while working at a telecommuting location and while in transit between the office and a telecommuting location. To ensure the confidentiality of departmental case record/information, staff shall, upon completion of a specific case task, properly dispose of materials that are not going to be part of the case record.

Staff who telecommute or participate in the mobile worker program shall take necessary precautions to secure and prevent unauthorized access to case records and information contained therein.

- A. Only Department assigned and/or approved portable **computer/electronic** devices and media may be used to access and/or store County or Department data.
- B. Department assigned portable **computer/electronic devices** are to be used for County business purposes.
- C. All information that resides on the portable **computer/electronic** devices must be encrypted with County approved data encryption software to safeguard all personal and/or confidential information on such devices.
- D. DCFS case records are confidential pursuant to Welfare and Institutions Code (WIC) Sections 827 and 10850. The Los Angeles County Juvenile Court policy on confidentiality sets forth the details of the court's interpretation of these statutory requirements. Failure to follow confidentiality policy may lead to disciplinary action, including discharge, and civil action. Under the provisions of the statutes, a violation is a basis for criminal prosecution.
- E. Staff assigned a portable **computer/electronic device** must sign a DCFS 5610, Employee Acknowledgement of Portable Computer/**Electronic Device** Usage.

- F. Staff assigned a portable **computer/electronic** device must read Board of Supervisors Policy No. 6.110 and complete the accompanying form, "Authorization to Place Personal and/or Confidential Information on a Portable Computing Device" and have it signed by proper management.
- G. Staff assigned a portable computer or who are authorized to check out a portable computer are responsible for a \$500 replacement fee if the device is lost or stolen due to negligence. **Staff will also be responsible for a replacement fee of \$200 for a cellular phone, a fee of \$100 for a digital camera, a fee of \$50 for a broadband card, a fee of \$45 for a pager, and a fee of \$25 for a walkie talkie if lost or stolen due to negligence.** The replacement fee may be waived if there is no negligence on the part of the employee, if the device is stolen and a police report is made or refunded, if the device is recovered. **For equipment valued at less than \$100, a police report is not required.**
- H. Each portable computer and/or docking station is assigned to a specific employee and **shall not** be moved if the employee moves to a new location unless approved and completed by the **Business and Information Systems Division.**
- I. Each office head is responsible for maintaining a sign-out and sign-in log for portable computers/**electronic devices** that are being used for telecommuting/field use (e.g., not assigned to a specific worker).
- J. Portable device users **must not** modify the device in any way. This includes the addition of internal or external components, modems, CD ROMs, etc., attaching device to home or personal computing services (e.g., home Internet services) and/or the loading of any additional software (e.g., internet access software, screen savers, additional printer driver, etc.).
- K. Assigned portable computers/**electronic devices** shall not be loaned out to or shared with any other individuals inside or outside the Department without the approval of Department management and/or the **Business and Information Systems Division and/or Procurement Services Section (PSS).**
- L. Portable computer/**electronic device** users shall return the device to the **appropriate** office location for all repairs.
- M. It is the assigned staff's responsibility to bring the portable device into the location specified when contacted by management or the **Business and Information Systems Division.**
- N. Staff assigned a portable **computer/electronic** device will participate in regularly scheduled physical reviews of the portable device, which will be conducted by the **Business and Information Systems Division** technicians to ensure maintenance of all security updates, rogue software inspection, and anti-virus software maintenance.

- O. Staff assigned a portable **computer/electronic** device are responsible for all assigned portable **device** peripheral equipment, such as carrying cases, cables, **Bluetooth** and **cell phone chargers** issued to them.
 - P. Staff assigned a laptop or Tablet PC are required to dock the device in the office docking station once a month to receive required software updates and patches.
 - Q. Do **not** store case record information on any non-County computer or portable device.
 - R. Protect the confidentiality of information on the portable computer screen. Be aware of the environment in which the device is being used. Make every attempt to ensure that confidential information that may be on the screen may not be seen or viewed except by the user.
 - S. The portable computer must be locked while in its docking station.
 - T. The portable computer/**electronic device** is not to be passed on or reassigned to another staff person without management and/**or Business and Information Systems Division and/or PSS approval.**
- In all cases, reassignment of computer equipment/**electronic devices** must be approved and managed by the **Business and Information Systems Division and/or PSS and/or other applicable offices.**
- U. Employees who violate this policy may be subject to appropriate disciplinary action up to and including discharge as well as civil and criminal penalties. Non-employees including contractors may be subject to termination of contractual agreements, denial of access and/or penalties both civil and criminal.
 - V. **Call forwarding to and from an electronic device (cell phones and BlackBerry) is prohibited.**
 - W. **Requests for changes to an electronic device (cell phones and BlackBerry) must be submitted to DCFS PSS in writing on a Procurement Request, DCFS 250 with appropriate approval levels and signatures. Verbal requests will not be accepted.**
 - X. **Staff shall not make any changes to electronic devices (cell phones and Blackberry). Staff who make changes on their County issued phones without following proper procedures will be held liable for all costs associated with the change.**
 - Y. **Exchanging of electronic devices between staff and/or offices is a violation of DCFS Procurement policy and is prohibited.**
 - Z. **Reassignment of electronic devices is the responsibility of DCFS PSS; staff is not authorized to reassign electronic devices.**

- AA. Requests for an electronic device (broadband cards) for eligible staff must be submitted to BIS on an IT Service Request form via Infra with appropriate approval levels and signatures (devices may only be requested for use with a County issued laptop/tablet or PC).
- BB. Requests for an electronic device (cell phones and BlackBerry) for eligible staff must be submitted to DCFS PSS on a DCFS 250 with appropriate approval levels and signatures.
- CC. To receive an electronic device (cell phones and BlackBerry), the approved eligible staff person must complete and sign a BlackBerry/Cellular Phone Agreement and Acknowledgement form, which indicates that they received the County issued phone as approved.
- DD. Staff who are assigned an electronic device (cell phones and BlackBerry) are responsible for their specific phone until it is returned to DCFS PSS.
- EE. Staff who are assigned an electronic device (cell phones and BlackBerry) must immediately report the loss or theft of their County issued phone to DCFS PSS and to their respective manager/supervisor. DCFS PSS will cancel or suspend lost or stolen County issued phones immediately to avoid fraudulent calls. Staff must file a police report immediately for theft.
- FF. Staff who fail to report the loss or theft of the electronic device (cell phones and BlackBerry) will be responsible for all costs incurred for non-County business calls associated with the lost or stolen County issued phone.
- GG. DCFS PSS will no longer issue group phones. Each electronic device (cell phones and BlackBerry) must correlate to an employee's name, employee number, etc.
- HH. Text messaging is approved on County issued BlackBerry electronic devices only.
- II. Text messaging is prohibited on County issued cell phones. If text messaging is required on a County issued cell phone, a DCFS 250 must be submitted with appropriate approval levels and signatures to request this additional service.
- JJ. Directory assistance (4-1-1) usage is rising on a monthly basis on electronic devices (cell phones and BlackBerry) and costing the Department/County a considerable sum of money. To minimize this cost, the Department is requesting staff to only use 4-1-1 when absolutely necessary. Accounts Payable section will monitor the usage of 4-1-1 calls on a monthly basis.
- KK. Use of electronic devices (cell phones and BlackBerry) for personal international calls is a violation of DCFS Procurement and County policy. Staff are prohibited from using County issued phones to make personal international calls.

- LL. Staff who violate policies, procedures, and guidelines regarding the use of electronic devices may be referred to the DCFS Risk Management/Internal Affairs for investigation and recommendation for proper disciplinary action.

Procedures

A. WHEN: USING A PORTABLE COMPUTER/ELECTRONIC DEVICE FOR TELECOMMUTING OR FIELD USE

Using a portable computer/electronic device for telecommuting or in the field requires special care to ensure that the confidentiality of case record information or documents are protected at all times, e.g., while working at home and while in transit between office and home.

Using a portable computer/electronic device during a home call necessitates that staff take special care in order to ensure that the confidentiality of case record information and documents are protected at all times.

Staff **must not** connect the portable computer to a client's telephone line for the purposes of remote access. There is no means to reimburse clients for the use of their telephone.

Portable Computer/Electronic Device User Responsibilities

1. Remove the portable computer from its docking station and/or the office and place it in its carrying case.
2. For staff using a portable computer for non-case related work, proceed to step 3 below.

For staff using a portable computer to work on DCFS case records:

- a) **Do not remove an entire hard copy case file from the office.** Remove **only** the case materials necessary to carry out the task at hand.
 - b) Return the portable computer, all case records and/or case materials to the DCFS office on the first business day you return to that office. **Never leave** a laptop, case records and/or case materials unattended in the field, other telecommuting location, etc.
3. When transporting a portable computer/electronic device and/or case records in your car, **always lock** them in the trunk or concealed area.
 4. **Do not allow** anyone to have access to the portable computer/electronic device and/or case records/materials while working at home/field and/or while in transit between office and home/field.

5. Upon return to the office, **lock** the portable computer into its docking station. If the portable computer is not assigned to a workstation, return it to the designated staff person responsible for its storage.

B. WHEN: USING A PORTABLE COMPUTER FOR DIAL-UP ACCESS

Portable Computer User Responsibilities

1. Only use analog telephone lines when using a portable computer to access applications via modem.

NOTE: Use of a non-analog line could result in damage to the modem.

2. If the telephone line is analog, connect the portable computer to the telephone jack.

NOTE: If a laptop user has call-waiting and does not have a separate telephone line for his or her computer, (s)he should contact his or her telephone company to request that (s)he be given the ability to enable the option allowing him or her to disable the call-waiting function when working on-line and/or utilizing remote access with the portable computer. If a portable computer user has a separate telephone line for a computer, it is recommended that (s)he connect the portable computer to that telephone line when utilizing remote access.

C. WHEN: REQUESTING REIMBURSEMENT FOR DIAL-UP ACCESS USE

Portable Computer User Responsibilities

1. In the event telephone charges are incurred as the result of dial-up access, staff is entitled to reimbursement. Staff may submit a monthly claim or combine up to four months of charges on one claim.
2. Complete the Expense Claim.
 - a) Underline all business-related telephone charges on the original telephone bill.
 - b) Total the business-related charges on the Expense Claim.
3. Attach to the Expense Claim the original annotated telephone bill(s) for the month(s) for which reimbursement is requested.

4. Forward the original Expense Claim and the original annotated telephone bill(s) to the office designee for review and approval.
5. Retain a copy of the Expense Claim and telephone bill(s) for your records.

Office Designee Responsibilities

1. Review the Expense Claim and telephone bill(s) for completeness and accuracy.
2. If approved:
 - a) Print your name on the first line under "Approved." Sign your name, enter job title and date the second line.
 - b) Make two copies of the signed Expense Claim and telephone bill(s). Retain one copy for the office records and return the second copy to the employee.
 - c) Forward the original Expense Claim and telephone bill(s) via County mail to:
DCFS Headquarters – Fiscal Operations
425 Shatto Place, Room 205
Los Angeles, CA 90020
Attention: Accounts Payable
3. If not approved, return the Expense Claim and telephone bill(s) to the employee for corrective action and/or clarification.

D. WHEN: REQUESTING REPAIR OF A PORTABLE COMPUTER/ELECTRONIC DEVICE

In the event a portable computer/electronic device is not working properly, damaged, etc., **return** it to your office as soon as possible. **DO NOT** attempt to repair it yourself or have any other non-DCFS-authorized person repair it.

Portable Computer/Electronic Device User Responsibilities

1. Upon return to the office, lock the portable computer in its docking station. If the portable computer is not assigned to a workstation, return it to the designated staff person responsible for its storage. Lock the electronic device in a drawer as soon as possible and/or return it to your supervisor/regional staff assistant. It will be returned to PSS for repair. PSS will provide a loaner, if applicable.
2. Contact the IT Service Desk at (562) 345-6789 and provide the Service Desk staff person with the requested information on the portable computer.
3. Notify your SCSW/immediate supervisor of the problem on the portable computer/electronic device.

E. WHEN: REPORTING A LOST OR STOLEN PORTABLE COMPUTER/ ELECTRONIC DEVICE

In the event any of the following equipment is lost or stolen: portable computer, personal digital assistants (PDA), digital cameras, cell phones, broadband cards, pagers, portable storage media, such as flash drives (any County equipment that has been loaned to you), notify your immediate supervisor or his/her designated back up/ regional staff assistant (RSA) within one business day. The RSA will immediately notify PSS. In addition, if the portable computer/electronic device is stolen, file a police report within 24 hrs. Obtain a copy of the police report and provide it to your Office Head and/or the Business and Information Systems Division.

The supervisor or his/her designated back up must notify their Office Head and/or the Business and Information Systems Division (BIS) immediately after notification by employee. The supervisor or his/her designated back up is to open a Service Desk Ticket to report the loss of the portable computer at (562) 345-6789. If the supervisor or his/her designated back up is notified after normal business hours (7:00 AM – 6:00 PM) they are to report the loss of the portable computer to the ISD Help Desk at (562) 940-3335. The supervisor or his/her designated back up/RSA is to give the employee the Lost/Stolen Communication Equipment Report to complete and a DCFS 77, Loss Affidavit to complete explaining how the portable computer/electronic device was lost or stolen. Both forms are to be completed within 24 hrs. The original Loss Affidavit is given to management and a copy is given to the employee. Copies of the Lost/Stolen Communication Equipment Report and the DCFS 77, Loss Affidavit are sent to the Business and Information Systems Division.

The assigned user will be charged \$500 for a portable computer, \$200 for a cell phone, \$100 for a digital camera, \$50 for a broadband card, \$45 for a pager, and \$25 for a walkie talkie by the Department if the portable computer/electronic device was lost due to negligence. Examples of negligence include but are not limited to the following:

- Leaving the portable computer/electronic device in the car overnight.
- Leaving the portable computer/electronic device in the car in a visible area.
- Leaving the portable computer on the desk without securing it in either the docking station or with the locking cable.
- Leaving the portable computer/electronic device unattended at a conference or meeting. The portable computer must be secured with a locking cable.

The assigned user will be instructed to make a check payable to Los Angeles County, DCFS. The replacement fee may be waived or refunded if the device is

stolen, a police report is made and the device is recovered by law enforcement. Attach a copy of the Police Report to the Lost/Stolen Communication Equipment Report, and Loss Affidavit. Attach the personal check, if applicable.

Portable Computer/Electronic Device User Responsibilities

1. Within one business day notify your supervisor/manager/RSA II of the loss.
2. Within 24 hours file a report with the local law enforcement agency and retain a copy of the report. A copy of the report is to be given to your Office Head.

Portable Computer/Electronic Device User Supervisor Responsibilities

1. During the hours of 7:00 AM to 6:00 PM, contact the IT Service Desk at (562) 345-6789, to report the loss of the portable computer within one business day. A copy of the Lost/Stolen Communication Equipment Report is also to be sent to the Business and Information Systems Division (BIS) if the theft deals with the portable computer. If a cell phone, pager, broadband card, or calling card is lost or stolen, notify PSS at (213) 351-7257 immediately.
2. During the hours of 6:00 PM to 7:00 AM, contact the ISD Customer Assistance Center at (562) 940-3335 to report the loss of the portable computer as soon as possible.
3. The assigned user must make a \$500, \$200, \$100, \$50, \$45 or \$25 check (which ever is applicable) payable to: Los Angeles County – DCFS. Send the \$500. check to the DCFS Accounting Services Section, 425 Shatto Place, Room 204, Los Angeles, CA 90020, Attn: Claiming and Revenue – Deposit Unit for the portable computer. Send the \$200, \$100, \$50, \$45 or \$25 check to Procurement Services, 501 Shatto Place, Rm. 301, Los Angeles, CA 90020.
4. Attach a short memo when forwarding the check with user name, employee number, office name/address, and phone number. Subject of the memo: Replacement Cost of Lost Tablet PC, Laptop, Cell Phone, Digital Camera, Broadband card, Pager or Walkie Talkie

Accounting Services – Deposit Unit/Procurement Services Responsibilities

1. Issue a Department Receipt once the check and memo are received for the portable computer/electronic device.

F. WHEN: AN APPLICATION OR SOFTWARE UPDATE IS SCHEDULED

Portable computer users are to be aware of the dates of all scheduled application and/or software upgrades. This information can be found on LA Kids. Users **shall**

ensure that their assigned portable computer is docked in its docking station before the scheduled upgrade. Do not undock the portable computer until completion of the application upgrade installation.

G. WHEN: A PORTABLE COMPUTER/ELECTRONIC DEVICE IS NO LONGER NEEDED OR WANTED

When a portable computer, cell phone, digital camera, broadband card, pager, or walkie talkie user determines that they no longer wish to use a portable computer/electronic device, they are to inform their immediate supervisor. The portable computer/electronic device must be returned to the office and secured. An IT Service Request must be submitted to the Business and Information Systems Division to replace the portable computer for a desktop computer. The portable computer, cell phone, digital camera, broadband card, pager or walkie talkie is not to be passed on to another staff person without management and/or Business and Information Systems Division approval. In all cases, reassignment of computer equipment/electronic devices must be approved by management and/or the Business and Information Systems Division.

H. WHEN: A USER ASSIGNED A PORTABLE COMPUTER/ELECTRONIC DEVICE IS PROMOTED, REASSIGNED TO NEW JOB FUNCTION, OR REASSIGNED TO A NEW OFFICE

The Business and Information Systems Division and/or management is to be notified if a user assigned a portable computer/electronic device changes job function or is reassigned to a new office location. The portable computer/electronic device might not transfer along with the user. An IT Service Request must be submitted to the Business and Information Systems Division explaining the assignment change and if appropriate, a justification for keeping the portable computer. If the portable computer is not moving with the worker, it must be returned to the office and secured while arrangements are made for pick up by the Business and Information Systems Division.

In all cases, assignment of computer equipment must be approved and managed by the Business and Information Systems Division.

I. WHEN: A USER ASSIGNED A PORTABLE COMPUTER/ELECTRONIC DEVICE LEAVES DEPARTMENT SERVICE

The portable computer/electronic device assigned to staff that leave Department service must be returned to the office and secured by either locking the device to the assigned docking station or placing the device in a secure cabinet. Notification must be sent to the Business and Information Systems Division through an IT Service Request on the portable computer. Notifications must be sent to PSS on electronic devices.

J. WHEN: A USER ASSIGNED A COUNTY CELLULAR PHONE/BLACKBERRY PHONE MAKES A PERSONAL CALL

Accounts Payable will receive/review the cellular phone bills from Nextel and Verizon (or any other company where they have a contract.) They will highlight any individual's bill that is \$20.00 over the base amount. The Detail Report will be sent with a Reimbursement letter to the employee's Regional Administrator.

The Regional Administrator/Designee will review the Detail Report with the employee. If the calls were business related then a notation must be made next to the highlighted area on the Detail Report. If the calls were personal, the employee must attach a personal check, cashier's check, or a money order (made out to the County of Los Angeles) to the Detail Report. The Regional Administrator must return it to Accounts Payable within two (2) weeks from the date on the letter.

NOTE: County cellular phones should be used for business purposes. The only time a personal call should be made is if it is an emergency.

If an employee makes a business call from their personal cellular phone, they can complete an Expense Claim and attach their phone bill with the highlighted business call. This will be sent to Accounts Payable. The employee will be reimbursed for their business call.

APPROVAL LEVELS

Section	Level	Approval
A.– B.	None	
C.	Office Designee	Expense Claim
D.– J.	None	

LINKS

Board of Supervisor Policy Manual <http://countypolicy.co.la.ca.us>

RELATED POLICIES

Board of Supervisor Policy 3.040, General Records Retention and Protection of Records Containing Personal and Confidential Information

Board of Supervisor Policy 6.110, Protection of Information on Portable Computing Devices

Procedural Guide 0500-507.10, Confidentiality Protocols for Telecommuting, Users of Portable Computing Devices and Mobile Workers

Purchasing Guidelines – February 2009

FORM(S) REQUIRED/LOCATION

HARD COPY None

LA Kids: **DCFS 77**, Loss Affidavit
DCFS 5610, Employee Acknowledgment of Portable Computer/
Electronic Device Usage
Expense Claim
Lost/Stolen Communication Equipment Report
BOS Policy No. 6.110, Authorization to Place Personal and/or
Confidential Information on a Portable Computing Device

CWS/CMS: None

**COUNTY OF LOS ANGELES
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
Employee Acknowledgement of Portable Computer/**Electronic Device** Usage**

It is the policy of the County of Los Angeles and DCFS that each employee, whether permanent, temporary, part-time, contract or any other, be individually responsible for the protection of all County information, data, and information processing resources to which he or she has access by virtue of employment by the County.

I hereby acknowledge that I will be held accountable for my actions when using a portable computer **and/or electronic device (e.g. cell/BlackBerry, broadband card, digital camera, phone, pager, walkie talkie, etc.)** through DCFS resources. I hereby state that I will use due diligence to conform my actions to the following usage rules governing portable computer/**electronic device** usage:

- **Portable computers are** to be used for the sole purpose of carrying out my duties as an employee of DCFS and the County and **shall not be used for personal use.**
- I **will not** modify the portable computer in any way. This includes the addition of internal or external components, modems, CD-ROMs, etc., and/or the loading of any additional software (e.g., internet access software, screen savers, additional printer drivers, etc.).
- I will not loan or share a portable computer/**electronic device** with any other individuals inside or outside the Department.
- I will not allow anyone to have access to the portable computer/**electronic device** and/or case records/materials while working at home/field and while in transit between office and home/field.
- I will use the portable computer/**electronic device** for County management-approved purposes only.

I understand that I will be charged \$500, \$200, \$100, \$50, \$45 or \$25 (which ever is applicable) by the Department if the portable computer/**electronic device** is lost or stolen due to my negligence. The replacement fee may be waived or refunded if the device is stolen, a police report is made and the device is recovered by law enforcement.

I understand that my assigned portable computer usage/**electronic device** is subject to unannounced audit and review by authorized individuals as directed by Department or County management.

I recognize that my willful or negligent failure to fulfill these responsibilities, including the actions of someone else using a laptop, **cell phone, broadband card, digital camera, or pager** assigned to me, could result in the abuse of County information resources and data, and that the County may hold me personally responsible for such abuse.

Employee Name (PRINT) Employee Number

Signature Employee Date

Supervisor's Name (PRINT) Supervisor's Signature Date

PREPARATION: Original and two copies
DISTRIBUTION: Original in employee's Official Personnel Folder
One copy in employee's Office Personnel Folder
One copy to employee

DCFS 5610 (Rev. 11/09)

**DEPARTMENT OF CHILDREN AND FAMILY SERVICES
LOST/STOLEN COMMUNICATION EQUIPMENT REPORT**

If a pager, cellular phone or calling card is lost or stolen, notify the RSA II immediately, who will contact PSS. For a portable computer, notify supervisor immediately, who will contact BIS.

If pager/walkie talkie/cellular/blackberry phone/broadband card/digital camera/calling card/portable computer is lost/stolen, complete this form, attach the employee's personal check made payable to Los Angeles County - DCFS in the amount listed as "Replacement Fee". For pager/walkie talkie/cellular/blackberry phone/broadband card/digital camera/calling card, mail to Procurement Services, 501 Shatto Place, Room 301, Los Angeles, CA 90020. For portable computer, mail to DCFS Accounting Services Section, 425 Shatto Place, Room 204, Los Angeles, CA 90020, Attn: Claiming and Revenue – Deposit Unit. If any of the equipment was stolen, attach a copy of the Police Report. The replacement fee will be waived if the equipment was stolen (not due to negligence) and a Police Report submitted.

PAGERS/WALKIE TALKIES/CELLULAR/BLACKBERRY PHONES/AT&T CALLING CARDS/PORTABLE COMPUTERS
(Please print clearly)

Assigned to: _____

Pager Call Number/Cellular/BlackBerry Phone
Number _____

Electronic/Portable Computer/Walkie Talkie/Broadband card/Digital Camera/Serial
Number _____

Calling Card Number _____

Employee Number _____

Date Lost [] or Stolen []: _____

Replacement Fee: \$25 walkie talkies/\$45 pagers/\$50 broadband cards/\$100 digital cameras/\$200
cellular phones/\$500 portable computers

Department/Division: _____ **Section:** _____

Address: _____

Employee Signature: _____

Contact Telephone Number: _____

**Procurement Staff
Signature:** _____

Title: _____ **Date:** _____

Procurement Comments: _____



Los Angeles County BOARD OF SUPERVISORS POLICY MANUAL

Policy #:	Title:	Effective Date:
6.110	Protection of Information on Portable Computing Devices	05/08/07

PURPOSE

To establish a policy regarding the protection of personal and/or confidential information used or maintained by the County that resides on any portable computing devices, whether or not the devices are owned or provided by the County.

REFERENCE

Board of Supervisors [Policy No. 3.040](#) – General Records Retention and Protection of Records Containing Personal and Confidential Information

May 8, 2007, [Board Order No. 26](#)

Board of Supervisors [Policy No. 6.100](#) – Information Technology and Security Policy

Board of Supervisors [Policy No. 6.109](#) – Security Incident Reporting

Authorization to Place Personal and/or Confidential Information on a Portable Computing Device ([Attached](#))

POLICY

This policy is applicable to all County departments, employees, contractors, subcontractors, volunteers and other governmental and private agency staff who use portable computing devices in support of County business.

Definition Reference

As used in this policy, the terms "personal information" and "confidential information" shall have the same meanings as set forth in Board of Supervisors [Policy No. 3.040](#) – General Records Retention and Protection of Records Containing Personal and Confidential Information.

Placing Personal and/or Confidential Information On Portable Computing Devices

The County prohibits the unnecessary placement (download or input) of personal and/or

confidential information on portable computing devices! However, users who in the course of County business must place personal and/or confidential information on portable computing devices must be made aware of the risks involved and impact to the affected person/entities in the event of actual or suspected loss or disclosure of personal and/or confidential information. If personal and/or confidential information is placed on a portable computing device, every effort must be taken, including, without limitation, physical controls, to protect the information from unauthorized access and, without exception, the information must be encrypted. Additionally, a written authorization signed by a designated member of departmental management must provide written approval for the particular personal and/or confidential information to be placed on a portable computing device. The recipient (person using the portable computing device) must also sign the authorization indicating acceptance of the information and acknowledge his/her understanding of his/her responsibility to protect the information. The authorization must be reviewed and renewed, at a minimum, annually. In the event the portable computing device is lost or stolen, the department must be able to recreate the personal and/or confidential information with 100 percent accuracy and must be able to provide notification to the affected persons/entities.

Full Encryption of All Information on all Portable Computing Devices

Security measures must be employed by all County departments to safeguard all personal and/or confidential information on all portable computing devices. All County-owned or provided portable computers (e.g., laptops and tablet computers) must at all times have automatic full disk encryption that does not require user intervention nor allow user choice to implement. If personal and/or confidential information is placed on any portable computing devices, all such information must be encrypted while on those portable computing devices.

Portable computing devices include, without limitation, the following:

- Portable computers, such as laptops and tablet computers
- Portable devices, such as personal digital assistants (PDA), digital cameras, portable phones, and pagers
- Portable storage media, such as diskettes, tapes, CDs, zip disks, DVDs, flash memory/drives, and USB drives

If personal and/or confidential information is stored on a portable computing device, it is the department's responsibility to ensure that the portable computing device supports department approved data encryption software and that all information is encrypted that resides on this vehicle.

Personal and/or Confidential Information

When it is determined that personal and/or confidential information must be placed on a portable computing device, every effort should be taken to minimize the amount of information required. Additionally, if possible, information should be abbreviated to limit exposure (e.g., last 4 digits of the social security number).

Actions Required In the Event of Actual or Suspected Loss or Disclosure

Any actual or suspected loss or disclosure of personal and/or confidential information must be reported under Board of Supervisors [Policy 6.109](#), Security Incident Reporting. In all cases, every attempt must be made to assess the impact of storing, and to mitigate the risk to, personal and/or confidential information on all portable computing devices.

Compliance

Employees who violate this policy may be subject to appropriate disciplinary action up to and including discharge as well as civil and criminal penalties. Non-employees including contractors may be subject to termination of contractual agreements, denial of access and/or penalties both criminal and civil.

Policy Exceptions

There are no exceptions to this policy.

RESPONSIBLE DEPARTMENT

Chief Information Office

DATE ISSUED/SUNSET DATE

Issue Date: May 8, 2007

Sunset Review Date: May 8, 2011



Authorization to Place Personal and/or Confidential Information on a Portable Computing Device

Department of Children and Family Services

This Authorization to place (download or input) personal and/or confidential information on a portable computing device (portable computer, portable device, or portable storage media) must be completed for each initial placement (download or input) of the information to each device and be signed by the user of the portable computing device and designated department management in accordance with Board of Supervisors Policy 6.110 – Protection of Information on Portable Computing Devices and Board of Supervisors Policy 3.040 – General Records Retention and Protection of Records Containing Personal and Confidential Information (Note – Policy 3.040 is applicable only for the purpose of providing the definitions of “personal information” and “confidential information”, as referenced in Policy 6.110). However, if the personal and/or confidential information is downloaded from a particular application system to a particular portable computing device, then this Authorization must be completed only for the initial placement (download) of the information on such device, regardless of how often the information is downloaded to such device.

For each initial placement of personal and/or confidential information on each portable computing device, the following steps are required:

1. Provide a description of the portable computing device as indicated below
2. Specify the information to be placed on such device and related information as indicated below
3. Establish an exact copy of the information, preferably on a department computer, to allow for 100% accurate re-creation and audit of the information
4. Encrypt the information during the entire time that it resides on the portable computing device
5. Maintain physical security over the portable computing device during the entire time that the information resides on the device (e.g., the user must maintain physical possession of the device or keep the device secure when unattended)
6. User signature
7. Department management signature

Portable Computing Device Description:

Device type (e.g., laptop, PDA, USD drive, etc): _____

Device serial number: _____

Property number (if County property): _____

Name of encryption software installed: _____

Operating System: _____

Information Being Placed on the Portable Computing Device:

Purpose of placement: _____

Application system name (if applicable): _____

Personal and/or confidential Information fields: _____

User Agreement and Acknowledgement:

I have read and agree to fully comply with Board of Supervisors Policy 6.110 – Protection of Information on Portable Computing Devices and Board of Supervisors Policy 3.040 – General Records Retention and Protection of Records Containing Personal and Confidential Information (Note – Policy 3.404 is applicable only for the purpose of providing the definitions of “personal information” and “confidential information”, as referenced in Policy 6.110). I agree to fully comply with all County requirements and directions concerning the above portable computing device and personal and/or confidential information.

Name: _____ Date: _____

Signature: _____ Employee Number: _____

Department Approval:

Name: _____ Title: _____

Signature: _____