

# Reclamation Manual

## Directives and Standards

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<b>Subject:</b>	Mobile Device Management and Cellular Billing
<b>Purpose:</b>	The purpose of this directive and standard (D&S) is to define and establish the requirements and responsibilities for Reclamation's mobile device management. The benefit of this D&S is the ability to monitor device usage, improved information security, and the ability to manage and deliver mobile device applications. This D&S will also monitor, and control costs associated with cellular billing.
<b>Authority:</b>	National Defense Authorization Act for Fiscal Year 2015 (January 3, 2014), Division A, Title VIII, Subtitle D-Federal Information Technology Acquisition Reform, Sections 831-837 (Pub. L. 113-291); National Institute of Standards and Technology Special Publications 800-53, <i>Security Controls and Assessment Procedures for Federal Systems and Organizations</i> (NIST-SP 800-53), AC-19, AC-19 (5), SC-13; Federal Information Processing Standards Publication 140-2, <i>Security Requirements for Cryptographic Modules (FIPS-PUB 140-2)</i> ; and Departmental Manual (DM), Part 112 DM 24 and Part 212 DM 24
<b>Approving Official:</b>	Associate Chief Information Officer (ACIO), Information Resources Office (IRO)
<b>Contact:</b>	Enterprise Operations Division, Enterprise End User Management Branch (84-21130)

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### 1. Introduction.

This D&S establishes Reclamation's mobile device management reporting, security responsibilities and procedures. Using an enterprise-wide approach for managing mobile computing devices to reduce costs and improve the ability to track usage, secure devices, and deliver applications.

### 2. Applicability.

This D&S applies to all Reclamation employees using Reclamation-owned, -operated, or -maintained mobile cellular devices.

### 3. Requirements and Responsibilities.

#### A. Cellular Billing.<sup>1</sup>

##### (1) ACIO.

The ACIO is responsible for:

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<sup>1</sup> See Paragraph 3.C. for billing procedures.

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- (a) establishing Reclamation-wide cellular reporting and security, standards and guidance; and
  - (b) overseeing implementation to ensure compliance with all relevant requirements.
- (2) **Reclamation Leadership Team Members (RLT).**  
The RLT is responsible for overseeing implantation of the mobile cellular management within their organization.
- (3) **Information Management and Technology Service Strategy Division (IMTSSD).**  
The IMTSSD is responsible for providing guidance for efficient and effective internal controls to reduce operational and bureau risks associated with the requirements of this D&S. In coordination with IMTSSD, the Mobile Device Team is responsible for establishing an internal control and auditing program for cellular billing and mobile device management.
- (4) **Managers and Supervisors.**  
Managers and supervisors are responsible for:
  - (a) ensuring all users understand the Rules of Behavior for cellular devices;
  - (b) reviewing all phone usage reports on a monthly basis;
  - (c) reporting any incorrect charges to the CPOC;
  - (d) notifying the CPOC if data overage charges continue what actions need to be taken;
  - (e) reporting any non-usage charges to the CPOC; and
  - (f) ensuring the CPOC is made aware of an employee leaving Reclamation to ensure the device line gets cancelled or suspended.
- (5) **Mobile Cellular Device Management Lead (Lead).**  
The Lead is responsible for:
  - (a) overseeing the mobile cellular service contract(s) as the contracting officers representative;
  - (b) conducting bill reviews with the vendor;
  - (c) taking corrective actions on excessive charges;

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- (d) combining phone usage, incorrect charges and non-use charges reports for distribution to regions;
  - (e) approving the bill for payment;
  - (f) rectifying incorrect charges;
  - (g) notifying users of additional data overage costs;
  - (h) monitoring and notifying finance of the percentage changes on a quarterly basis;
  - (i) notifying the end user, end users' supervisor, and the CPOC of potential data use overage charges; and
  - (j) ensuring compliancy with the statement of work.
- (6) **CPOCs.**  
CPOC's are responsible for:
- (a) reviewing and distributing billing statements within their region, to the managers of the users;
  - (b) providing any billing issues to the Lead;
  - (c) working with the user in the event of data overage on a line;
  - (d) ensuring the correct paperwork is filled out for device lines that need cancelled;
  - (e) ensuring all end users understand and adhere to the Rules of Behavior guidelines for cellular devices;
  - (f) knowing what the price plan is for each assigned device;
  - (g) ensuring the end user stays within the limitation of that price plan and
  - (h) ensuring compliancy with the statement of work.
- (7) **AOCPOC's.**  
AOCPOC's are responsible for:
- (a) reviewing and distributing billing statements to Management for review;

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- (b) reviewing billed lines and drops or changes user information or plans as needed; and
  - (c) determining if hotspot or mi-fi units are more advantageous.
- (8) **End Users (Employee).**  
End users are responsible for:
- (a) knowing the Rules of Behavior for cellular devices;
  - (b) ensuring the Rules of Behavior are followed; and
  - (c) knowing what the price plan for assigned device is and staying within the limitation of that plan.

### **B. Mobile Device Management.<sup>2</sup>**

- (1) **ACIO.**  
ACIO is responsible for:
- (a) establishing Reclamation wide cellular reporting and security, standards and guidance; and
  - (b) overseeing implementation to ensure compliance with all relevant requirements.
- (2) **RLT.**  
The RLT is responsible for overseeing implementation of the mobile cellular management within their organization.
- (3) **Information Management and Technology Service Strategy Division (IMTSSD).**  
The IMTSSD is responsible for providing guidance for efficient and effective internal controls to reduce operational and bureau risks associated with the requirements of this D&S. In coordination with IMTSSD, the Mobile Device Team is responsible for establishing an internal control and auditing program for cellular billing and mobile device management.
- (4) **Managers and Supervisors.**  
Managers and supervisors are responsible for:

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<sup>2</sup> See Paragraph 3.D. for mobile device management procedures.

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- (a) ensuring the employee becomes compliant when notified of compliancy issue;
  - (b) ensuring employees are adhering to Department iOS baseline requirements;
  - (c) re-evaluating the user's need for a mobile device if the users' device ends up on the long inactivity report or is a repeat offender of non-compliant status; and
  - (d) ensuring that if the issued device is turned in or no longer needed/used the device receives a remote wipe from the MDM platform.
- (5) **Enterprise Mobile Device Team.**  
The Mobile Device Team is responsible for:
- (a) working with the Department on mobile device management initiatives;
  - (b) monitoring all Reclamation devices within the MDM to ensure compliance with Department and Reclamation standards;
  - (c) ensuring the MDM environment remains clear of any devices with inactivity longer than 30 days;
  - (d) working with the Reclamation Enterprise Service Center (RESC) to have a selective wipe sent to devices and stop the syncing of government data on devices in a non-compliant state;
  - (e) notifying the CPOC each month of devices/users with a non-compliant version of the MDM support app; and
  - (f) notifying all iDevice users, via an IMT Notification This message will alert users if an iOS update is approved or not. Typically, these are whole number updates (e.g., 18.0 to 19.0) but can include incremental (e.g., 18.1 to 18.2) in the event of a security patch that is required.
- (6) **CPOCs.**  
CPOC's are responsible for:
- (a) ensuring devices have the MDM Support app (e.g. Company Portal app) is installed and configured within 48 hours of receipt of device;
  - (b) working with users to ensure a non-compliant device becomes compliant;

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- (c) notifying the Mobile Device Team in the event of an issue with an assigned device;
  - (d) ensuring end users keep an updated MDM Support app on the device(s); and
  - (e) notifying users of the potential email they will receive from the Mobile Device Team due to long inactivity;
  - (f) ensuring devices receive a remote wipe from the MDM and are removed from the MDM when a user upgrades or leaves Reclamation.
- (7) **AOCPOC's.**  
AOPOC's are responsible for:
- (a) ensuring devices have the MDM Support app installed and configured within 48 hours of receipt of device;
  - (b) working with users to ensure a non-compliant device becomes compliant;
  - (c) notifying the Mobile Device Team in the event of an issue with an assigned device;
  - (d) ensuring end users keep an updated MDM Support app on the device(s); and
  - (e) ensuring devices receive a remote wipe from the MDM and are removed from the MDM when a user upgrades or leaves Reclamation.
- (8) **RESC.**  
RESC is responsible for:
- (a) working with CPOC to locate and find unused devices that are still holding an enrollment/license; and
  - (b) ensuring devices without the MDM support app do not have the ability to download government data.
- (9) **End Users (Employee).**  
End users are responsible for:
- (a) obtaining and maintaining a compliant state on assigned device(s);
  - (b) ensuring the most current version of MDM Support app is on the device;

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- (c) knowing and ensuring the Rules of Behavior for cellular devices are followed or adhered to;
- (d) ensuring that the device(s) operating system is within the Department mandated baseline;
- (e) ensuring only updates that are approved are downloaded onto the device; and
- (f) notifying the CPOC prior to off-boarding, or when the device is no longer needed or required, in order for the CPOC to generate the proper documentation to deactivate, re-purpose, or excess the device.

### C. Cellular Billing.

Reclamation reviews monthly billing from the vendor. Below are the steps that must be completed prior to invoice payment.

#### (1) Account Review.

Each month, the Lead will:

- (a) meet with the vendor to review the cellular charges which must include:
  - (i) reviewing charges;
  - (ii) auditing excessive charges; and
  - (iii) taking corrective actions with the vendor on issues that need immediate remedy; and
- (b) combine and post reports for distribution to regions and notify regions of timeframe to respond.

#### (2) CPOC Review.

- (a) CPOC's will:
  - (i) review the posted bill and disseminate to correct regional managers, managers/supervisors or directorate point of contact; and
  - (ii) report back to the Lead any billing issues to keep complaint with the statement of work.
- (b) A CPOC non-response after the timeframe set forth by the Lead will automatically be viewed as approval to pay the bill and signifies that all charges for said organization are valid and correct.

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### (3) **Bill Payment.**

- (a) Upon approval within the timeframe set forth by the Lead, the Lead will send an email to the vendor with approval of payment to be paid out of a central clearing account.
  - (i) The Lead must send an email to the vendor with corrections if any billing issues are identified.
  - (ii) The CPOC must ensure the appropriate credits were received on the next month's bill.
- (b) The Lead will calculate the total amount of the bill and the percentage breakdown and track quarterly percentage change and send via email the updated information to the budget office within the Mission Support Organization.

### **D. Procedures for Mobile Device Management Security.**

#### (1) **Notifications for Long Inactivity of a Device.**

- (a) **First Notification.**

Each month members of the Mobile Device team will send an email to users with more than 30 days of inactivity. Users will have a time frame of 15 calendar days to remedy the inactivity issue.
- (b) **Final Notification.**

Fifteen calendar days after the initial email is sent, the Mobile Device team will send the final email to the user alerting them that the device will be receiving a remote wipe that will remove all data returning the device to factory settings. The email will include instructions with who to contact to re-enroll the device if necessary.
- (c) **Undeliverable.**

If an email sent to the user comes back as undeliverable, the mobile device Team will work to locate the supervisor and/or the respective regional CPOC for that user. The mobile team will send notification to that supervisor and/or CPOC to notify them of the device inactivity.

#### (2) **Notifications for Incremental iOS Operating System Updates.**

When an incremental update is provided by Apple and is approved by the Department, an email will be sent to the CPOC's with template verbiage that will be used to alert regional users of the upgrade availability. The email will also contain a list of current regional users pulled from the Mobile Device



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Management portal for accuracy. CPOC's will disseminate the email to their users as they see fit. The CPOC will send the email in accordance with RM D&S, *Information Management* (RCD 05-01) and the *Information Management Handbook*.

(3) **Notifications for Devices That Have Updated to an iOS Operating System That is not Approved by the Department or Reclamation.**

A report is run by the Mobile Device team and is used to identify devices that have updated to an iOS version that is not approved by the Department or Reclamation. The Mobile Device team sends an email to the user with a carbon copy to the CPOC. This alerts the user that they have upgraded to an unsupported iOS version, informing the employee that the device will receive a wipe, removing all government data, and returning it to factory settings. Once the iOS version is approved, the CPOC will need to work with the end user to re-enroll their device in the MDM.

#### 4. Definitions.

**A. Area Office Cellular Point of Contact (AOCPOC).**

Cellular point of contact at the area office level that assists with carrying out the work related to the mobile device program as stated in the D&S.

**B. Billing Status.**

Referred to when a cellular line of service is being charged a monthly plan rate.

**C. Cellular Point of Contact (CPOC).**

CPOC's are the main support and point of contact for the mobile device program within their respective regions.

**D. Incremental Update.**

An Apple iOS update that occurs between major version releases, such as from 8.1. to 8.2 and is referred to as an incremental update. Incremental updates are characterized by an increase in the number to the right of the decimal point, indicating smaller enhancements or fixes as opposed to significant changes typically seen in major version updates.

**E. iOS.**

iOS is an operating system used for mobile devices manufactured by Apple Inc.

**F. Long Inactivity.**

This term is used to refer to devices enrolled in the mobile device management platform and have not communicated with the platform server in longer than 30 days.

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**G. Mobile Device Management (MDM) Platform.**

This software platform allows the bureau to manage mobile devices by providing visibility and control for Reclamation. An MDM simplifies the management process by providing a consolidated portal environment for Reclamation to monitor and manage the configuration, inventory, and security settings across their mobile devices. Reclamation will use the Department of the Interior approved MDM solution to manage its mobile devices. Most MDMs require a support app (e.g. Microsoft Company Portal or IBM MaaS360) be installed on the mobile device. This ensures the device receives the correct policies and updates. This app is typically a required app.

**H. Mobile Device.**

Mobile device is a computing device small enough to hold and operate in the hand. Typically, any handheld device will have an LCD or OLED screen, providing a touchscreen interface with digital buttons and keyboard, or physical buttons along with a physical keyboard. Many such devices can connect to the Internet and connect with other devices or headsets via Wi-Fi, Bluetooth, and cellular networks. Mobile devices can contain integrated cameras, have the ability to place and receive telephone calls, and use Global Positioning System (GPS) capabilities. Power is typically provided by a lithium battery. Mobile devices may run mobile operating systems that allow apps to be installed and run. This includes but is not limited to iPhones, iPads, MiFi's, and cellular basic phones. This includes devices with or without cellular service and/or devices that access/store government data.

**I. Non-Compliant State.**

The term used to define a device that is not within the alignment of a compliance state set forth by the Department of the Interior and or Reclamation.

**J. Non-Usage Charges.**

Charges billed to a device's cellular line when the device is active but not being used. A device does not receive charges if the line has been suspended or cancelled with the vendor.

**K. Remote Wipe.**

This action will remove sensitive, government information from a device and will enable reuse or redeployment of the device. This action is sent using the MDM platform to return the device to factory settings.

**L. Suspended.**

The action taken to remove a line from a monthly billing status so it will not incur charges for up to for six months.

**5. Review Period.**

The originating office will review this release every four years.