

Reclamation Manual

Directives and Standards

Subject:	Mobile Device Management and Cellular Billing
Purpose:	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.
Authority:	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
Approving Official:	Associate Chief Information Officer (ACIO), Information Resources Office (IRO)
Contact:	Reclamation Enterprise Support Services Group (84-21130)

- 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. 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.

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- D. **Incremental Update.** An Apple iOS update that is between main version updates for example from 12.1.4 to 12.2. Incremental updates are when the number to the right of the decimal point increases.
- E. **iOS.** iOS is an operating system used for mobile devices manufactured by Apple Inc.
- F. **Long Inactivity.** The term used to refer to devices enrolled in MaaS360 management that have not communicated with the MaaS360 server in longer than 30 days.
- G. **MaaS 360 by IBM (MaaS360).** MaaS360 is a mobile device management platform that manages devices by providing visibility and control for mobile devices in Reclamation. MaaS360 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.
- 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 flat screen interface, 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 interconnect 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, mi-fi's, and cellular flip basic cell 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 compliant state set forth by the Department of the Interior and or Reclamation.
- J. **Non-Usage Charges.** Charges billed to a device's line when the device is active but not being used. A device does not receive non-usage charges if the line has been suspended or cancelled with the vendor.
- K. **Remote Wipe.** This action will remove sensitive information from a device and will enable reuse or redeployment of the device. This action is sent out of MaaS360 in order to return the device to factory settings.
- L. **Selective Wipe.** This action will remove all government data including government email, calendar and contacts. This action is sent out from MaaS360.
- M. **Suspended.** The action taken to remove a line from a monthly billing status so it will not incur charges for up to for 3 months.

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4. Responsibilities.

A. Cellular Billing.¹

- (1) **ACIO.** The 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) **Reclamation Leadership Team Members (RLT).** The RLT is responsible for overseeing implantation of the mobile cellular management within their organization.
- (3) **Information Management Planning and Compliance Division.** The Information Management Planning and Compliance Division 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;

¹ See Paragraph 5 for billing procedures.

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- (c) taking corrective actions on excessive charges;
 - (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) **AOPOC's.** AOPOC's are responsible for:
- (a) reviewing and distributing billing statements to Management for review;
 - (b) reviewing billed lines and drops or changes user information or plans as needed; and

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- (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.²

- (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 Planning and Compliance Division.** The Information Management Planning and Compliance Division 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 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 out of MaaS360.

² See Paragraph 6 for mobile device management procedures.

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- (5) **MaaS360 Team.** The MaaS360 Team is responsible for:
- (a) working with the Department on mobile device management initiatives;
 - (b) monitoring all Reclamation devices within MaaS360 to ensure compliance with Department and Reclamation standards;
 - (c) ensuring the MaaS360 environment remains clear of any devices with inactivity longer than 30 days;
 - (d) ensuring the MaaS360 environment remains in a compliant state with devices not containing the MaaS App;
 - (e) 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;
 - (f) notifying the CPOC each month of devices/users with a non-compliant version of the MaaS app; and
 - (g) notifying all iDevice users, via an email as well as a MaaS message. This message will alert users if an iOS update is approved or not. Typically, these are whole number updates (11.0 to 12.0) but can include incremental (12.1 to 12.1.4) in the event of a security patch that is required.
- (6) **CPOCs.** CPOC's are responsible for:
- (a) ensuring devices have the MaaS 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 MaaS Team in the event of an issue with an assigned device;
 - (d) ensuring end users keep an updated MaaS360 App on the device(s); and
 - (e) notifying users of the potential email they will receive from the MaaS Team due to long inactivity;
 - (f) ensuring devices receive a remote wipe from MaaS360 and are removed from MaaS360 when a user upgrades or leaves Reclamation.
- (7) **AOPOC's.** AOPOC's are responsible for:
- (a) ensuring devices have the MaaS360 App installed and configured within 48 hours of receipt of device;

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- (b) working with users to ensure a non-compliant device becomes compliant;
 - (c) notifying the MaaS Team in the event of an issue with an assigned device;
 - (d) ensuring end users keep an updated MaaS360 App on the device(s); and
 - (e) ensuring devices receive a remote wipe from MaaS360 and are removed from MaaS360 when a user upgrades or leaves Reclamation.
- (8) **RESC.** RESC is responsible for:
- (a) sending selective and or remote wipes out of MaaS360 to non-compliant devices;
 - (b) blocking devices from receiving government data, when in a non-compliant status;
 - (c) working with CPOC to locate and find unused devices that are still holding an enrollment/license; and
 - (d) ensuring no devices without the MaaS360 App 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 MaaS360 App is on the device;
 - (c) knowing and ensuring the Rules of Behavior for the MaaS360 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.
5. **Cellular Billing.** Reclamation reviews monthly billing from the vendor. Below are the steps that must be completed prior to invoice payment.
- A. **Account Review.** Each month, the Lead will:
- (1) meet with the vendor to review the cellular charges which must include:

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- (a) reviewing charges;
 - (b) auditing excessive charges; and
 - (c) taking corrective actions with the vendor on issues that need immediate remedy; and
- (2) combine and post reports for distribution to regions and notify regions of timeframe to respond.

B. CPOC Review.

- (1) CPOC's will:
- (a) review the posted bill and disseminate to correct regional managers, managers/supervisors or directorate point of contact; and
 - (b) report back to the Lead any billing issues to keep complaint with the statement of work.
- (2) 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.

C. Bill Payment.

- (1) 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.
- (a) The Lead must send an email to the vendor with corrections if any billing issues are identified.
 - (b) The CPOC must ensure the appropriate credits were received on the next month's bill.
- (2) 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.

6. Procedures for Mobile Device Management Security.

A. Notifications for Long Inactivity of a Device.

- (1) **First Notification.** Each Monday, Tuesday if Monday is a holiday, members of the MaaS Team will send an email to users with more than 30 days of inactivity.

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The email will include a cc to the CPOC and the employee's supervisor. Users will have a time frame of 15 calendar days to remedy the inactivity issue.

- (2) **Final Notification.** Fifteen calendar days after the initial email is sent, the MaaS Team will send the final email to the user with a cc to the CPOC and the employee's supervisor 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.
- (3) **Un-Deliverable.** If an email sent to the user comes back as undeliverable, the MaaS Team must forward the message to the CPOC. The CPOC must work with the RESC to locate the device, turn the device on, and ensure the device is remotely wiped, this will remove the device from MaaS.
- (4) **Device Location.** If the MaaS Team receives a response back from the user that the device has been turned in to the user's local area help desk/CPOC, the MaaS Team will forward the email to the CPOC who must work with the RESC to locate the device, turn the device on, and ensure the device is remotely wiped, this will remove the device from MaaS.

B. Notifications for Devices Without the MaaS360 App.

- (1) **First Notification.** Each Monday, Tuesday if Monday is a holiday, members of the MaaS Team will send an email to the CPOCs with devices that no longer contain the MaaS360 App. The CPOC must work with the user to remedy the non-compliant state of the device within 4 business days.
- (2) **Final Notification.** Four calendar days after the initial email is sent, the MaaS Team will send a final email to the CPOC listing the devices that will be removed from MaaS360 and blocked from receiving government data. The CPOC will be in charge of requesting a new enrollment.

C. 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 MaaS 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 current Reclamation Manual D&S, *Electronic Mail (Email) Messages as Federal Records* (RCD 07-01), specifically Paragraph 5.F.

D. 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 MaaS Team and is used to identify devices that have updated to an iOS version that is not approved by the Department or Reclamation. The MaaS Team sends an email to the user with a cc to the CPOC and the user's supervisor. This alerts the user that they

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have upgraded to an un-supported iOS version, informing the employee that the device will receive a selective wipe removing all government data, and will also be blocked from syncing government data. Once the iOS version is approved the CPOC will need to submit a new MaaS enrollment for the device(s) and it will be un-blocked.

RECLAMATION MANUAL TRANSMITTAL SHEET

Effective Date: _____

Release No. _____

Ensure all employees needing this information are provided a copy of this release.

Reclamation Manual Release Number and Subject

Summary of Changes

NOTE: This Reclamation Manual release applies to all Reclamation employees. When an exclusive bargaining unit exists, changes to this release may be subject to the provisions of collective bargaining agreements.

Filing instructions

Remove Sheets

Insert Sheets

All Reclamation Manual releases are available at <http://www.usbr.gov/recman/>

Filed by: _____

Date: _____