

MOBILE PHONE USE REQUESTS

Frequently Asked Questions

Per Technology Letter (TL) 14-01, all mobile phone use requests are to be approved by the California Department of Technology (Department of Technology).

1. Q: Once the state entity¹ has completed the Mobile Phone Use Justification Form, how should the form be transmitted to the Department of Technology?

A: Email the searchable PDF justification form to TelecomProcurements@state.ca.gov. If there are other relevant files, include them in the email. They do not need to be scanned into one document. The subject line needs to read "Mobile Phone Use Approval".

2. Q: How long will it take to get a decision?

A: The Department of Technology will process the Mobile Phone Use Justification Form as quickly as possible. Requests received during peak periods throughout the year may take longer. There is not a specific guaranteed turnaround time. Engaging the Department of Technology early will facilitate a more timely review.

3. Q: Does this policy apply to other mobile devices such as tablets or notebook computers?

A: No, this mobile phone use approval process is not meant to affect the leveraged procurement agreements (LPAs), nor the process for requesting an exemption from those LPAs. Consistent with TL 12-08, there is no change to the requirement for state entities to submit an exemption request for any non-mobile phone IT equipment.

4. Q: Are Mobile phones subject to security policy and controls?

A: Yes. Please refer to [SIMM 5360-A](#) Telework and Remote Access Security Standard.

5. Q: How will the Department of Technology advise the requestor of the decision?

A: The Department of Technology will return the Mobile Phone Use Justification Form with their signature and decision.

6. Q: Will there be an appeal process if the Department of Technology does not support the Mobile phone use request?

A: There is no formal appeal process.

7. Q: If a mobile phone is available through a leveraged procurement vehicle, do I still need to submit a Mobile Phone Use Justification Form for approval to use the mobile phone?

A: Yes, all plans to use a new mobile phone (above current allocation) must be approved by the Department of Technology.

8. Q: Is replacement of a broken or inoperable cell phone a sufficient business justification for use of a smartphone?

A: Yes, if the phone being replaced is essential and if replacing with a smartphone is not more expensive than the cost of replacing with the same device.

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9. Q: If a broken or inoperable Smartphone phone (which was previously approved) is being replaced with an equivalent Smartphone do I still need to submit a Mobile Phone Use Justification Form for approval?

A: No, replacing a broken or inoperable Smartphone with an equivalent Smartphone does not require approval from the Department of Technology.

10. Q: If an existing Cell phone is being upgraded to a Smartphone do I still need to submit a Mobile Phone Use Justification Form for approval?

A: Yes, upgrading from a Cell phone to a Smartphone will require approval from the Department of Technology.

11. Q: If a State entity is doing a wholesale replacement or upgrade of existing Smartphones (i.e. Blackberries to iPhones) do they need to submit a Mobile Phone Use Justification Form for approval?

A: Yes, the wholesale replacement or upgrade of existing Smartphones will require approval from the Department of Technology. State entities must verify that the number of current Smartphones is equivalent to the number of new requested Smartphones to validate that they are only replacing existing Smartphones.

¹

State entity: Refers to any entity within the Executive Branch that is under the direct authority of the Governor, including, but not limited to, all agencies, departments, boards, bureaus, commissions, councils, institutions, and offices.