



REPLY TO
ATTENTION OF

ATZT-CG

DEPARTMENT OF THE ARMY
U.S. ARMY MANEUVER SUPPORT CENTER OF EXCELLENCE
320 MANSCEN LOOP STE 316
FORT LEONARD WOOD, MISSOURI 65473-8929

10 MAY 2010

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy 19, Cellular/Smart Telephones

1. REFERENCES.

- c. AR 25-1, Army Knowledge Management and Information Technology, 4 December 2008.
- a. AR 25-2, Information Assurance, Rapid Action Revision (RAR) 23 March 2009.
- c. AR 25-55, The Department of the Army Freedom of Information Act Program, 1 November 1997.
- d. AR 530-1, Operations Security (OPSEC), 19 April 2007.
- e. DoD Directive 8100.2, Use of Commercial Wireless Devices, Services, and Technologies in the Department of Defense (DoD) Global Information Grid (GIG), 14 July 2004.
- b. DoD 5400.11-R, Department of Defense Privacy Program, 14 May 2007.
- g. Defense Information Systems Agency (DISA) Wireless Security Technical Implementation Guide (STIG), 20 February 2007.

2. GENERAL. This policy—

- a. Establishes the policy for use and acquisition of government furnished cellular/smart telephones.
- b. Applies to all Fort Leonard Wood (FLW) activities, across all operational areas, from emergency management missions, to the daily conduct of business in all other mission areas.
- c. Requires FLW to procure both operationally responsive and cost effective applications of this technology to support the accomplishment of the mission.

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3. POLICY AND PROCEDURES.

a. Government-furnished cellular/smart telephones.

(1) Many people own personal cellular/smart telephones and are comfortable with using them whenever and wherever they choose. Familiarity with personal cellular/smart telephones can create a complacent attitude towards proper use of government-furnished cellular/smart telephones. This policy sets forth limitations and standards that typify situations where the use of a government cellular/smart telephone is warranted. Applications for cellular/smart telephones include—

(a) Emergency management and emergency restoration situations where wire-based telephone systems are either not available or where such systems have failed, resulting in total loss of voice communication. These situations are typically temporary in nature and may not exceed 48 hours duration.

(b) Specifically designated projects or missions where wire line communications are unavailable or are cost prohibitive to furnish (for example, work performed in geographically remote areas; work areas where continuous communication is required for life, health, or safety; or special events where voice communication is required for a specific period of time [typically 14 days or less]).

(c) When the well-being of personnel, organization equipment, or security considerations are of paramount concern (for example, operation of a live-fire range or use of a training area where climate or remote access may expose personnel to significant danger).

(2) Government-furnished cellular/smart telephones shall not be provided to individuals for the sole purpose of maintaining personal contact with them. Cellular/smart telephones may not replace traditional wire line telephones as a primary means of communication when wire line telephones are readily available.

(3) Government-furnished cellular/smart telephones are not authorized for personal use except in extreme emergencies which involve threat of life, health, and safety. Using government-furnished cellular/smart telephones for the purpose of placing or receiving unauthorized calls with the intent to later reimburse the government is strictly prohibited. Misuse of cellular/smart telephones may result in criminal, civil, or administrative action including suspension or dismissal. Penalties apply to both military and civilian employee misuse of these devices. Misuse may result in the repayment of costs associated with telephone usage and administrative fees needed to process abuse actions.

(4) Although cellular/smart telephones have proven useful during emergencies, they should not be considered a reliable means of communicating for long-term emergency situations. Cellular/smart technology vulnerabilities and limitations exist which users must

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be aware of so they can minimize overloading effects that will impede or totally disrupt the cellular/smart network. The following situations should be understood which may render cellular/smart systems inoperable during a disaster:

(a) Cellular/smart telephone network outages can occur from damage to the cellular/smart infrastructure, such as radio towers, antenna alignment, and loss of power to radio equipment located at tower sites. Moving several miles may allow reconnection to the cellular/smart network.

(b) Each cellular/smart tower has a finite number of telephone connections it can support. Avoid overloading the system by limiting your calls to emergency communication only.

(c) Cellular/smart telephones are radio transmission devices and are susceptible to jamming and eavesdropping. Do not discuss classified information over any standard cellular/smart telephone.

b. Acquisition considerations.

(1) Cellular/smart telephone systems and services may only be acquired through normal government contracting channels. Organizations that identify valid requirements for government-furnished cellular/smart telephones must follow applicable FLW procurement policies to acquire and maintain cellular/smart telephone service.

(2) Approval by the Maneuver Support Center of Excellence (MSCoE) Chief of Staff will be required to purchase smart telephones (for example, Research in Motion's [RIM's] Blackberry) for Training and Doctrine Command (TRADOC) and Forces Command (FORSCOM) units.

(3) Approval by the Garrison Commander will be required to purchase smart telephones (for example, RIM's Blackberry) for Installation Management Command (IMCOM) units and all other tenants.

(4) Smart telephones (for example, RIM's Blackberry) services are considered above core baseline services. Units purchasing these devices will be required to provide a stipend, which is determined at the time of purchase, through the Directorate of Resource Management for Blackberry backend services.

(5) Commanders and directors of units requesting to purchase cellular/smart telephones will be responsible for monitoring the use of the devices within their command to ensure compliance in accordance with (IAW) AR 25-2.

(6) Periodic review and modification of cellular/smart telephone service contracts are the responsibility of the unit/organization Telephone Control Officer (TCO).

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c. Security considerations.

(1) Smart telephones contain critical operational security or sensitive information and provide a valuable foreign-intelligence gathering resource. Proper security and configuration of smart telephones will prevent the system from being compromised through physical theft; malicious logic; and unauthorized access, remote viewing, or intruder activities. Therefore, all smart telephones will be configured IAW the approved FLW smart telephone baseline configuration.

(2) Cellular/smart telephones will have protection measures in place according to the level required for the data stored. Privacy act data shall be protected IAW DoD 5400.11-R.

(3) All levels of command will stress the importance and monitor compliance to OPSEC policies. Secure voice communication systems and encryption devices will be used where appropriate to preclude unwarranted disclosure of sensitive defense information to unauthorized sources.

(4) Cellular/smart telephones are not equipped with STU III capabilities or encryption. The use of cellular/smart telephones wherever classified/sensitive information is being openly discussed, transmitted, or available for possible theft through transmitting over cellular/smart telephone systems, is expressly prohibited.

(5) Cellular/smart telephones will not be used for storing, processing, or transmitting CLASSIFIED information.

d. Responsibilities.

(1) Requesting user will—

(a) Prepare justification statement based on valid and specific circumstances that cannot be supported by other available government telephone, radio, or other communication services.

(b) Consider and select lower cost electronic services or radios.

(c) Notify unit TCO in the event of questionable use or misuse of service is detected. Provide required certification and validation of all cellular/smart telephone use upon request of the unit TCO and FLW Network Enterprise Center (NEC).

(2) Requesting unit/activities will—

(a) Ensure that decisions to obtain cellular/smart telephone services are based on valid requirements and smart telephone requests are processed through the correct approving authority.

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(b) Ensure that internal control procedures via local policy or standing operating procedures (SOP) are established that will address such issues as physical security, accountability, misuse/abuse, issuance, and procedures for acquiring adequate support. These control procedures will be monitored through the Manager's Internal Control Program.

(c) Ensure acquisition of cellular/smart devices and services are obligated by the government through Army Contracting Agency.

(d) Ensure that annual cellular/smart service plans are renegotiated and acquired before the end dates specified in the units' call orders. Perform periodic use evaluations to determine whether actual telephone use is commensurate with selected service plan. Adjust service plans as necessary to ensure that best value service is provided.

(e) Review and certify for payment monthly bills for cellular/smart telephone services. Investigate and resolve all questionable calls and billing anomalies in a timely manner.

(f) Maintain records and identify abuse of government-provided services as required by AR 25-1. Initiate appropriate disciplinary actions where abuse is confirmed, and collect reimbursement of nongovernment expenses as a result of misuse.

(g) Ensure that lost or turned-in cellular/smart telephones are immediately deactivated by timely notification to the provisioning service, activity, or FLW NEC.

(3) FLW NEC will—

(a) Provide oversight management of this cellular/smart telephone policy. Periodically survey the use of cellular/smart telephone equipment within the command to ensure that appropriate management controls are being provided for these resources. Units will report the telephone and serial number of each cellular/smart telephone annually.

(b) Ensure that an appropriate control process is in place for all cellular/smart devices.

(c) Check activity purchase requests for attachment of valid blanket purchase agreement (BPA) quote before forwarding to next review point.

(4) Army Contracting Activity will—

(a) Verify activity has a valid purchase request before issuing a call order.

(b) Maintain call orders for any modifications by the activity.

(c) Create a call order for all valid cellular/smart telephone purchase requests.

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(d) Help activities with cellular/smart telephone service provider complaints and problems.

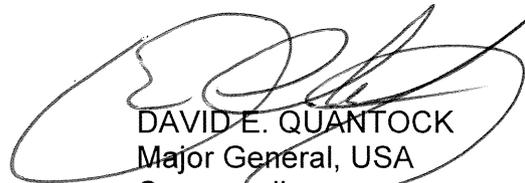
(5) Network Enterprise Technology Command (NETCOM)/9th Army Signal Command will—

(a) Obtain the most favorable rates by establishing negotiated ordering agreements with cellular/smart telephone vendors by using the Army negotiated BPAs.

(b) Cancel those service contracts, where appropriate, and within economic reason, in favor of better rates from other providers. Notify the user population of the changes in rates to ensure that they understand the dynamics of the billing and validation of billing processes.

4. SUPERSESSION. This policy supersedes CP 16-01, 21 September 2001, and is effective for 2 years from the published date or until it is published in a more permanent medium, whichever is sooner.

5. PROPONENT. The proponent for this policy is the FLW NEC, (573) 563-6113.



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