



*To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.*

**REVISION:** This revised directive supersedes TSA MD 1400.4, *Wireless Communications Device*, dated April 13, 2005.

**SUMMARY OF CHANGES:** Section 3, Authorities, is updated; Section 4, Definitions, revises the definitions in B, C, D, and E; Section 5, Responsibilities, revises B and D; Section 6, Policy, revises A and C; and Section 7, Procedures, introduces [TSA Form 1413, New Equipment/Service Request](#).

1. **PURPOSE:** This directive provides TSA policy and procedures for the issuance, management, and use of wireless communication devices.
2. **SCOPE:** This directive applies to TSA personnel who may require commercial wireless devices, such as pagers, cellular telephones and/or digital assistants (including Palm®, Pocket PCs, Windows® CE, etc.), and mobile e-mail devices (including BlackBerry® and other handheld devices) for various communication contacts during and after work hours to accomplish the duties assigned to them by TSA.
3. **AUTHORITIES:**
  - A. Sections 101 and 11(d) of the Aviation and Transportation Security Act, Pub.L. 107-71 (ATSA), November 19, 2001 (49 U.S.C. §§ 114(n), 40122, 44935, and 44935 note)
  - B. Electronic Communications Privacy Act of 1986, as codified in title 18, United States Code, section 2701
  - C. Federal Telecommunications Act of 1996
  - D. Clinger-Cohen Act of 1996
  - E. Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions
  - F. OMB Circular A-130, Management of Federal Information Resources

**4. DEFINITIONS:**

- A. Cell Phone: A portable telephone, which allows users to receive or make calls through a Cell site, or transmitting tower.
- B. Clear Transmission: Communication that is not classified or unencrypted.
- C. Mobile Email Device: A device (similar to a Blackberry®) that allows users to access email wirelessly through a secured connection to TSA email servers.

- D. Pager: An electronic device that provides the recipient with a call back number. It pre-dates mobile phone technology, but similarly uses radio transmissions to communicate between a control/call center and the recipient.
- E. Requesting Office: The program office where the Wireless Communication Device is required.
- F. Users: Individuals authorized to use a TSA wireless communication device as part of their official duties. This includes TSA employees, contractor personnel, and other authorized individuals using TSA supplied resources.

## 5. RESPONSIBILITIES:

- A. Assistant Administrator for Finance and Administration/Chief Financial Officer is responsible for formulating policy concerning the management and use of TSA funding.
- B. Office of Operational Process and Technology (OPT), Information Technology Division (ITD), Wireless Branch, is responsible for formulating policies concerning the management and use of TSA information, wireless communications, technology, equipment and services. ITD will monitor and document any usage contrary to this policy and will notify the Office of Inspection if necessary.
- C. Assistant Administrator for Inspection is responsible for investigating alleged violations of this policy, in coordination with OPT, as appropriate.
- D. Supervisors are responsible for:
  - (1) Ensuring that users of TSA-owned wireless communication devices and services follow this policy.
  - (2) Revoking or further restricting the privileges to use wireless communication devices and services as necessary.

## 6. POLICY:

- A. This policy describes acquisition, usage, and management of all wireless communication devices that are used by TSA employees. Equipment that has been purchased, leased and/or contracted by TSA is considered Federal Government property.
- B. The use of wireless communication devices is for the performance of official business and must meet the requirements of [DHS MD 4600.1, \*Personal Use of Government Office Equipment\*](#) and [DHS MD 4700.1, \*Personal Communications Device Distribution\*](#).
- C. Users do not have a right or expectation of privacy while using any Government wireless equipment. Limited personal usage is allowed in accordance with Section 6 of DHS MD 4600.1. All usage reports are the property of the Agency and may be accessed by Agency officials for any reason. All Government wireless equipment is subject to monitoring and recording, and usage reports may be generated for official purposes and may include call detail information, minutes of use, etc.

## 7. PROCEDURES:

### A. Request:

- (1) All requests for equipment and services must be submitted using TSA Form 1413 and emailed to OPT's Wireless Services Office at [tsawirelessorders@dhs.gov](mailto:tsawirelessorders@dhs.gov).

**NOTE:** Federal Air Marshals (FAMs) receive wireless devices as routinely issued devices, and do not need to request it.

- (2) The Administrative Officer (AO) or designee within each TSA office has the authority to submit requests for wireless communication devices.
- (3) A user must meet the following eligibility criteria and obtain approval from his/her immediate supervisor or Government Point of Contact before forwarding the request to the AO or Information Technology Point of Contact. Users that perform one or more of the following duties during the normal execution of their tasks are eligible for assignment of a TSA provided wireless communication device, subject to funding availability by their office:
  - (a) Users required to work at multiple locations.
  - (b) Users required to travel two or more days a month.
  - (c) Employees deemed "critical" who are on call twenty four hours, seven days a week.
  - (d) Subject matter experts who are on call twenty four hours, seven days a week.

B. Issuance: Users who are issued a wireless communication device will be required to conform to [TSA MD 200.57, Personal Property Management](#). Government-issued equipment must not be re-issued to another individual without prior notification to the TSA Wireless program office from the requesting office management personnel.

### C. Special Needs:

- (1) There may be a limited number of wireless devices to be assigned by the Provisioning Offices for special needs. These devices will be described as "floater" devices. Floater devices are issued for a limited time period. The request shall follow the same guidelines and procedures as listed in the request section of this policy, along with a notation to include the timeframe for the use of the equipment. The AO or Information Technology Point of Contact will be responsible for signing the [TSA Form 256, TSA Property Receipt](#) for the equipment upon issuance.
- (2) When a user leaves TSA or is re-assigned to another office, that individual's supervisor or Government Point of Contact is responsible for collecting the wireless communication device(s) and returning it to the ITD Provisioning group. The Provisioning group can be contacted via the group email address: [tsawirelessorders@dhs.gov](mailto:tsawirelessorders@dhs.gov). The return of the device will be documented following the same guidelines as the procedures listed in the Request section of this policy.

D. Billing and Management:

- (1) ITD will establish and maintain a central database of information on the purchase and use of TSA wireless communication devices. Information will include, but is not limited to: vendor information, ordering office point of contact, number of phones per account, and service plan choice.
- (2) ITD will require vendors to provide ITD with monthly reports that monitor usage, identify flagrant billing or usage violations, and provide an overall TSA expenditure summary.
- (3) OPT will perform random audits of wireless communication device usage with follow-up reporting and verification to Headquarters and Field Managers. An Assistant Administrator, or designee, may request billing logs for review of its staff.

E. Security:

- (1) The wireless communication equipment and service (except mobile email devices) available to TSA users are for the transmission of CLEAR transmissions only. Any use of Government wireless communication equipment is made with the understanding that such use in general is not secure, is not private, and is not anonymous. These transmissions are unsecured, unencrypted, and easily intercepted using analog and digital services. Accordingly, these devices are NOT to be used for the transmission of any secure (i.e., classified) or sensitive information.
- (2) If any wireless communication device is lost or stolen, the user must notify the requesting office and the TSA help desk at 1-800-253-8571 as soon as possible to prevent misuse and fraud.

**8. EFFECTIVE DATE AND IMPLEMENTATION:** This policy is effective immediately upon signature.

**APPROVAL**

Signed	5/31/2007
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Michael P. Golden Assistant Administrator for Operational Process and Technology/CIO/CTO	Date

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