



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

1. **PURPOSE:** This directive provides TSA policy and procedures for governing the distribution, control and use of government issued calling cards.
2. **SCOPE:** This directive applies to TSA government employees using TSA issued calling cards.
3. **AUTHORITIES:**
 - A. Clinger-Cohen Act of 1996
 - B. [DHS MD 4600.1, Personal Use of Government Office Equipment](#)
 - C. E.O. 13011 Federal Information Technology (61 Federal Register 37657)
 - D. Federal Managers' Financial Integrity Act (Public Law (P.L.) 97-255)
 - E. Government Performance and Results Act of 1993
 - F. Information Technology Management Reform Act of 1995
 - G. Privacy Act of 1974
4. **DEFINITIONS:**
 - A. Frequent Traveler: Employee who travels at least twice a year.
 - B. Minimal Additional Expense: The expense incurred when the government is already providing equipment, supplies or services and users use only limited additional amounts of electricity, ink, toner or paper. Wear and tear from normal use is also considered minimal additional expense.
 - C. Non-work Time: The time when TSA users are not performing an activity for the benefit of the agency and under the control or direction of the agency, but only if the duty station would normally be available to the individual. Examples of non-work time include off-duty hours such as lunch periods, authorized breaks, before or after a workday, weekends or holidays.
 - D. Personal Use: An activity that is conducted for purposes other than accomplishing official or otherwise authorized activity.
 - E. Calling Card Program Point-of-Contact (POC): Individual in each program office responsible for managing the TSA Government calling cards for his/her office or program.
 - F. Program/Field Office: An organizational unit within TSA that has the authority to commit and/or obligate TSA funds; e.g., airport offices, Office of Financial Management, etc.

5. RESPONSIBILITIES:

A. The Office of Information Technology (OIT) is responsible for:

- (1) Establishing, issuing, and maintaining TSA's guidance and procedures for managing the TSA Government Calling Card program.
- (2) Managing, maintaining, controlling, monitoring and coordinating the TSA Government Calling Card program to include distribution to authorized staff.
- (3) Developing necessary directives, procedures and all associated communications to support management and control of the TSA Government Calling Card program.
- (4) Ensuring managers and employees are provided with access to policy and guidance for understanding responsibility in managing and controlling individual use of calling cards.
- (5) Taking appropriate actions when notified of non-compliance with the directive, loss or theft of the card, and abuse of program services.

B. Calling Card Program POCs are responsible for:

- (1) Providing all employees issued a Government calling card with access to this directive and guidance on Government calling card usage.
- (2) Ensuring that all employees issued a Government calling card, have signed and submitted a [TSA Form 1415, Calling Card Request](#).
- (3) Submitting an email to CheckOut@dhs.gov with the name, email address, phone number, organization/branch, office number and date of departure for all employees exiting TSA.

C. TSA employees are responsible for:

- (1) Being aware of and following appropriate policy and procedure concerning handling, control, management and use of the calling card.
- (2) Properly securing the calling card and following usage guidance to avoid disclosure of card authorization numbers.
- (3) Monitoring personnel usage of the calling card and notifying the program or field office when calling patterns are beyond the normal expectation of activity.
- (4) Reporting lost or stolen cards and unauthorized usage of the card or number to the provisioning manager.

6. POLICY:

A. The issuance and use of Government calling cards is a service available through GSA. Calling cards provide traveling TSA staff with access to a wide variety of government

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telecommunications services including commercial local and long distance dialing, data calls, conferencing, and operator assistance. All calls using the cards are billed directly to TSA.

- B. The TSA Government Calling Card program is administered, coordinated and managed by the OIT.
- C. TSA employees may use Government calling cards to make long distance telephone calls for business-related purposes and for limited, short, personal calls while on travel.
- D. Government calling card use is a privilege. Users have no inherent right to personal use of Government calling cards. TSA is extending the opportunity to its employees to use government property for personal use in an effort to create a more supportive work environment.
- E. Contractors are NOT authorized to receive or use Government calling cards.
- F. Government calling cards are assigned to specific TSA employees and shall not be shared or distributed for use by another individual or a group.
- G. Business calling card telephone reports may be monitored or recorded for legitimate business purposes.
- H. Unauthorized or inappropriate use of Government calling cards may result in the loss or limitation of an employee's limited personal use privilege. Employees may also face administrative actions ranging from counseling to removal from the agency, as well as any criminal penalties or financial liability, depending on the severity of the misuse.

7. PROCEDURES:

- A. TSA employees must receive authorization from an immediate supervisor and complete TSA Form 1415 before being considered for assignment of a Government calling card.
- B. POCs send an email to CheckOut@dhs.gov with the name, email address, phone number, organization/branch, office number and date of departure of *all* exiting employees.

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

APPROVAL



10/18/08

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Date

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