



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
National Policy

Order
1830.9A

09/18/2009

SUBJ: Cellular/Satellite Device Acquisition and Management

1. Purpose of this order. The Federal Aviation Administration (FAA) is committed to improving the management and cost efficiency of its cellular and satellite communication services used by FAA personnel nationwide. To take advantage of economies of scale and thereby provide these services at a substantially reduced cost, the FAA has centralized the procurement of non-secure devices and secured and non-secured services. This order implements the new structure for the delivery of these services and the requirements for the National Wireless Program (NWP) operations. This order also describes acceptable use practices for users of cellular and satellite devices.

2. Audience. All personnel responsible for FAA cellular and satellite device(s).

3. Where Can I Find This Order? This order can be found in the FAA Directives Management System (DMS) website: https://employees.faa.gov/tools_resources/orders_notices.

4. What this Order Cancels. FAA Order 1830.9, Cellular Communication Devices and Services, dated August 5, 2005.

5. Policies. All cellular and satellite services will be centrally managed by the NWP office and funded by the Line of Business/Air Traffic Organization (LOB/ATO) Service Unit/Staff Office (SO). Only those services contracted by the NWP are approved for use under these guidelines and are selected based on the requirements of the authorized user and best interest of the FAA.

a. Contract requirements. Only the NWP may enter into contracts with cellular and satellite providers. No other person or organization is authorized to enter into any contract or renew current contracts for cellular devices, services, or peripherals on behalf of the FAA, regardless of the procurement method used.

b. Porting and Transferring. Cellular devices and associated phone numbers are Government owned. Any request to port/transfer a Government number to a personal account or personal number to a Government account will not be permitted as per the Code of Federal Regulations, 5 CFR 2635.704 - Use of Government Property.

c. Equipment requirements or restrictions. NWP will coordinate with the vendor to determine the best equipment for use as well as the best rate plans. Latest technology for devices and services will be refreshed by the vendor. A replacement cycle of 18 to 36 months is strongly recommended by the NWP. All FAA personnel whose duties require them to handle, process, store, safeguard, or otherwise have access to classified cryptographic material, including secure transmission devices, or classified information are required to become familiar with and conform to the requirements of FAA Order 1600.8, Communications Security (COMSEC) and Secure Voice, and FAA Order 1600.2, Safeguarding Classified National Security Information, respectively.

d. Special Features and Services. Special features and services are expensive and will require a business justification and approval from the LOB/ATO Service Unit/SO. Restricted special features include but are not limited to; Call Forwarding, Call Waiting, Caller ID, Three-way calling, Text messaging, Multimedia downloads, walkie-talkie and GPS.

- 1) Any special feature or service other than voice and data on a Blackberry will be restricted.
- 2) Any special feature or service other than voice on a handset will be restricted.
- 3) Any special feature or service other than data on an aircard will be restricted.

e. Lost, Stolen, or Damaged Devices. The user or management must notify the NWP Help Desk if a device is lost, stolen, or damaged via Email or Phone: 9-Natl-Wireless-Program@faa.gov/ 405-954-5408. It is imperative that notification be given so the appropriate carrier can flag the device as lost, stolen or out of service.

- 1) For a lost or stolen device, complete a FAA Incident Report and submit to the local Regional Security Office in accordance with FAA Order 1600.69B, FAA Facility Security Management Program.
- 2) If equipment is lost, stolen, or damaged beyond repair, the user or LOB/ATO Service Unit/SO is responsible for the replacement cost. Most cell phones carry a one-year warranty from the vendor. If units are damaged or broken during this warranty period they could be replaced by the vendor. If not covered by the warranty and depending on the circumstances of the loss, management will determine if the user is liable for the replacement and/or repair costs.
- 3) Users will not be permitted to upgrade equipment as a result of losing or damaging the device unless the same model, or similar model, is no longer available or it is more than two years old.

f. Transfers and Reassignments. If transferred or reassigned, user or management must contact the NWP Help Desk via Email/Phone: 9-Natl-Wireless-Program@faa.gov /405-954-5408, to report status of the cellular/satellite device. It is imperative that notification be given so the appropriate vendor can flag the device as out of service or as being reassigned.

g. Retirement and Leave Service Procedures. If leaving the FAA, user must return the cellular and satellite device and all accessories to management. The manager must contact the NWP Help Desk to report status of the cellular and satellite device.

h. Number Portability. Porting technology will allow users to switch cellular carriers and keep their same cellular number. Depending on the carrier, there could be a cost implication with porting a cell number from one carrier to another. Any request to port a cell number must go through the proper approval level and will be limited to Government owned accounts.

i. Excess of Wireless Devices. In accordance with National Institute of Standards and Technology (NIST) guidance, wireless handheld media such as cell phones, pagers, Blackberries, personal data assistants, palm pilots, etc., must be cleared by the user prior to reporting them as excess.

1) To cancel service, notify the NWP Help Desk via Email/Phone: 9-Natl-Wireless-Program@faa.gov /405-954-5408. It is imperative that notification be given so the appropriate vendor can flag the device as out of service.

2) After cancellation, erase all data and perform a manufacturer's reset to its factory default setting. Use the following website for instructions:
http://www.recellular.com/recycling/data_eraser/default.asp.

3) Once all data has been cleared and the device reset, report it as excess in the Automated Inventory Tracking System (AITS), in accordance with the FAA Reutilization and Disposition Process and Procedure Guide.

4) Do not dispose of FAA property through local recycling programs (e.g., the environment-friendly recycling boxes found in many FAA sites or grocery stores; these are for privately owned wireless products). Do not donate FAA property to local non-profit agencies. For additional information, please contact the FAA Reutilization and Disposition Program Manager at (202) 493-4475.

6. Acceptable Use Practice (AUP) for Cellular and Satellite Devices. Cellular and satellite phones are a powerful and effective business tool. The purpose of this AUP is to ensure that FAA personnel are responsible and productive in using these devices, including compliance with all applicable legal requirements, and with any established Government security policies and practices. The NWP has established the following roles and responsibilities:

a. NWP Responsibilities. The NWP is responsible for managing, maintaining, and overseeing the cellular and satellite program. These responsibilities include the following:

- 1) Purchasing cellular service and devices (i.e., Blackberry, handset, pager and aircard)
- 2) Purchasing satellite service and devices
- 3) Deliver expanded and flexible wireless calling plans
- 4) Collection of funding from LOB's/ATO Service Unit's/SO's
- 5) Invoice management and payment
- 6) Call-Plan optimization
- 7) Inventory management
- 8) Implementation of policies and standards regarding employee use and needs that are further noted in supplemental documents and guidance.

b. LOB/ATO Service Units/SO Responsibilities.

- 1) Coordinate with the NWP to establish a business policy as required when a special need for additional restrictions or limitations is identified.
- 2) Provide funding to the NWP for cellular and satellite services and devices.

c. Management Responsibilities. Management is responsible for determining who needs a cellular device based on business needs and for providing general supervision. It should be noted that cellular devices and services are an expensive means of communication and should be authorized for good business reasons and not as a matter of convenience. The general rule is to limit cellular devices to those individuals with mobile job assignments who need cellular communication ability to perform their job responsibilities effectively. Additional responsibilities include:

- 1) Understand and accept the obligations set forth in this AUP.
- 2) Determine any disciplinary action for any violations of this AUP as per Code of Federal Regulations, 5 CFR 2635.704, Use of Government Property.
- 3) Determine if funds are available for the cost of the device and all services before placing a request.
- 4) Determine if user is liable for the replacement and/or repair costs of lost or damaged devices.
- 5) Report all security breaches to the NWP and Cyber Security Management Center (CSMC) as per FAA Order 1370.82A, Information Systems Security.
- 6) Report stolen or missing devices to NWP and Telco Coordinator immediately.
- 7) Understand and comply with Order 3370.5, Employee Clearance Procedures, concerning the clearance process for both Federal and contract employees.
- 8) Track cellular devices by barcode, as they are considered personal in-use government property. Upon receipt of any cellular device, assure the organization's property custodian enters the device into AITS.

d. Blackberry Technical Support Team Responsibilities. All Blackberry enterprise server (BES) administration and Blackberry network support is the responsibility of the Information Technology Directorate in ATO Finance. The Blackberry Program office works with, but is not associated with, NWP. Separate funding is required that is not provided to NWP. A Blackberry device is the only approved device allowed to connect to the FAA network. The use of third party cellular devices and services and the use of smart phones will not be permitted or supported. Implementation of policies and standards regarding Blackberry network support are further noted in supplemental documents and guidance.

e. User Responsibilities. The “user”, must adhere to the following AUP. For purposes of this AUP, “users” are defined as employees of the FAA, its subsidiaries, and other individuals authorized to use the NWP to obtain cellular and satellite devices and services. At a minimum, users are expected to act responsibly and in the government’s best interest whenever using cellular/satellite device.

1) All users are required to have proper authorization to be assigned a government-supplied cellular/satellite device for business use. Issuance of these devices will require approval by a supervisor or delegated representative.

2) Use cellular and satellite devices and services to support specific job-related functions. Minimal personal use is anticipated. Users must, however, reimburse the FAA for excessive charges on personal calls. In the application of this rule, good business judgment applies and reimbursement will be at management’s discretion and responsibility.

3) Use caution when discussing or sending sensitive information. Distribute private or sensitive information only when it has been properly authorized for release in accordance with FAA policy. Do not transmit credit card numbers and personally identifiable information (PII). Ensure that any sensitive data is encrypted in accordance with FAA Order 1370.103, Encryption Policy. The FAA requires encryption for all classified information distributed across external communication resources.

4) Do not remove any component (I.E. Memory Chips, Subscriber Identity Module (SIM)) of the Government device with the intent to use it in any non-Government device.

5) Do not discuss, transmit, or access any material (e.g. obscene, lewd or pornographic material) that would be considered inappropriate, offensive, or disrespectful of others.

6) Do not participate in any communications or other activities that may constitute harassment, political activity, personal profit or gain, or possible illegal activity.

7) Abide by all applicable laws and regulations, including laws and regulations pertaining to copyrights, trademarks, patents, data, trade secrets, and software protection.

8) Use the cellular and satellite device in a manner that minimizes cost to the FAA while maximizing value and productivity for business purposes.

9) Do not engage in any activities which could compromise the integrity or security of communication systems or that could result in the misuse of communication resources. Report all security breaches to NWP.

10) Do not make purchases, including upgrades, for cellular and satellite services, as these must be made through the NWP.

11) Maintain professionalism and a good standard of ethics in all communications (e.g., among peers and in public forums) in order to protect FAA’s resources, reputation, and public image.

12) Use reasonable care in handling and protecting wireless devices provided, or paid for by the Government.

13) Report stolen or missing devices to NWP immediately, as well as to management, the Telco Coordinator and Regional Security Office. Complete the required FAA Incident Report and state what type of information was contained within the cellular device that was lost or stolen.

14) Surrender device(s) and applicable accessories to first-line manager upon termination or transfer.

15) Understand wireless devices are subject to wireless security restrictions imposed by the facility in which the device is being operated.

16) Be familiar with and abide by the appropriate state laws. Laws concerning use of cellular devices while driving vary from state to state. Refrain from using a cellular device while driving a motor vehicle. The FAA is not responsible for citations or damages resulting from accidents caused by the use of cellular devices while driving.

7. Notice of Exception or Non-compliance.

a. Penalties for user non-compliance with this order will be in accordance with existing policy and regulations, applicable union contracts and/or Human Resource Policy Management Employee Relations 4.1, Standards of Conduct, and the accompanying Human Resources Operating Instructions Table of Penalties. These penalties include written reprimands, suspension of system privileges, temporary suspension from duty, and removal from current position or termination of employment.

b. For any user or manager that does not transfer to the NWP or receive a waiver for a compelling business need, the FAA will enforce the use of penalties as appropriate.

c. All reports and invoices are presented monthly to the NWP for monitoring and compliance with the AUP. Violations will be reported to management to determine disciplinary action. Be advised that if possible illegal activity is detected, or a security investigation is conducted, all communication documentation may be provided to appropriate security or law enforcement officials or authorized third parties without prior consent of, or notice to, the cellular user.

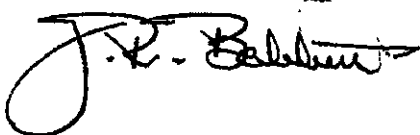
8. Administrative Information.

a. The NWP Office can issue changes to the Cellular and Satellite Device Acquisition and Management policy.

b. Each LOB/SO may develop additional guidance and procedures to ensure compliance with this order. All FAA organizations are encouraged to go beyond the requirements of this order to address business or operational needs, but the requirements of this order must not be reduced.

9. References.

- a. Code of Federal Regulations, 5 CFR 2635.704 - Use of Government property, http://edocket.access.gpo.gov/cfr_2008/janqtr/pdf/5cfr2635.704.pdf
- b. NIST SP 800-88, Guidelines for Media Sanitization, http://csrc.nist.gov/publications/nistpubs/800-88/NISTSP800-88_rev1.pdf
- c. NIST SP 800-124, Guidelines on Cell Phone and PDA Security, October 2008
- d. FAA Reutilization and Disposition Process and Procedure Guide, https://intranet.faa.gov/FAAEmployees/org/linebusiness/ato/technical_operations/amnsst/process.cfm
- e. FAA Order 4600.27, Personal Property Management, November 16, 2007.
- f. FAA Order 1600.69B, FAA Facility Security Management Program
- g. FAA Order 1370.82A, Information Systems Security (ISS) Program, September 11, 2006
- h. FAA Order 1370.94A, Wireless Technologies Security Policy, September 10, 2008
- i. FAA Order 1370.100, Media Sanitizing and Destruction Policy, October 1, 2007
- j. FAA Order 1370.103, Encryption Policy, November 12, 2008
- k. FAA Order 1280.1B, Protecting Personally Identifiable Information (PII), December 17, 2008



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