



U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

**ORDER
JO 1370.118**

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SUBJ: Air Traffic Organization Wireless Policy

1. Purpose. This Air Traffic Organization (ATO) Wireless Policy represents agreements among the ATO, the National Wireless Program Office (NWPO) and the Office of Information Technology (AIT) for the procurement, usage and disposition of wireless devices and services. It establishes a standardized structure for delivery of these devices/services and acceptable use and disposition practices for ATO wireless users. The intent of this policy is to optimize the number of devices based on organization and mission, without compromising the operational needs of the agency.

2. Audience. All ATO personnel.

3. Where to Find This Order. You can find this order on the MyFAA employee website. Select "Orders & Notices" in the "Tools & Resources" drop down menu, or use this link: https://employees.faa.gov/tools_resources/orders_notices/.

4. Authority of the ATO. The ATO follows the FAA Order 1830.9, *Cellular/Satellite Device Acquisition and Management*. The ATO may go beyond the requirements of the Order 1830.9 to develop policy to address business or operational needs, but still comply with the requirements of Order 1830.9A.

A handwritten signature in cursive script that reads "Teri L. Bristol".

Teri L. Bristol
Chief Operating Officer
Air Traffic Organization

Table of Contents

Chapter 1. Roles and Responsibilities..... 1

- 1.1. Wireless Device Approval Authority. 1
- 1.2. Business Services/Solutions Group (BSG) Mobility Services Coordinator (MSC)..... 1
- 1.3. Wireless User Responsibilities. 1
- 1.4. National Wireless Program Office (NWPO) Responsibilities 2
- 1.5. AIT Team. 3

Chapter 2. User Eligibility and Operational Details..... 4

- 2.1. Recommended User Eligibility Criteria Requirements Chart 4
- 2.2. Waiver Process and Requirements 5
- 2.3. Transfer, Upgrade, Replacement and Repair..... 6
- 2.4. Inventory..... 6
- 2.5. Special Features and Services..... 6
- 2.6. International Service..... 6
- 2.7. Emergency Devices. 7
- 2.8. Returns..... 7
- 2.9. Lost, Stolen or Damaged NWPO Devices..... 7
- 2.10. Non-Compliance Procedure. 7

Appendix A. Acronyms and Definitions 8

Appendix B. Further Reading and Resources..... 11

Chapter 1. Roles and Responsibilities

1.1. Wireless Device Approval Authority.

- a. Submit all wireless device requests to the Director Level for approval. An organization may re-delegate this authority one level below their position, however, re-delegation must be in writing, signed by the Director and a copy must be submitted to the BSG MSC.
- b. Vice Presidents have final approval authority for all waiver requests. An organization may re-delegate this authority one level below the position, however, re-delegation must be in writing, signed by the Vice President and a copy must be submitted to the BSG MSC.
- c. Functional needs requirements as outlined in the *Recommended User Eligibility Criteria Requirements Chart* (see Figure 2-1) determine wireless device requests/approvals.

1.2. Business Services/Solutions Group (BSG) Mobility Services Coordinator (MSC).

- a. The BSG MSC is the only authorized point-of-contact for business processes related to all wireless devices. The BSG MSC is the only group authorized to submit wireless requests through the National Wireless Program Office (NWPO) and the Office of Information Technology (AIT) for any action related to wireless devices in support of the service units' (SU) wireless needs. The BSG MSC will submit requests upon receiving approval from the Director Level or above.
- b. The BSG MSC is responsible for:
 - 1. The communication of all wireless updates and program information to the wireless user.
 - 2. The management, implementation and overall coordination of the ATO Wireless Program.
 - 3. Working with management to provide mobility device solutions and support.
 - 4. The administration of the ATO Wireless Policy and its procedures.

1.3. Wireless User Responsibilities.

- a. ATO employees, contractors, and other individuals authorized to use ATO wireless devices and services must adhere to the responsibilities in FAA Order 1830.9.
- b. ATO employees, contractors, and other individuals authorized to use ATO wireless devices and services must ensure that their myFAA/eCenter Employee Directory Profiles are current at all times <https://ecenter.faa.gov/appspub/national/ecenter.nsf?Open>.
- c. This policy strictly prohibits non-incident use calls and data forwarding to non-GFE devices.

d. This policy also prohibits wireless device software upgrades/updates/automatic updates without notification/authorization from AIT and/or BSG MSC via email distribution.

e. Statement of Responsibility/Memorandum of Receipt: The wireless device user **must** read and sign **the Statement of Responsibility/Memorandum Receipt** upon receiving a device or devices from the NWPO. This statement will be retroactive for current and future wireless device users. A copy of the form should be provided to the BSG MSC and the SU property custodian/delegate. The statement is held on file by the user's BSG MSC and the SU property custodian and/or delegate. The statement reads:

I have received item(s) from the ATO National Wireless Program Office and accept personal responsibility for the property. As an employee or contractor of the government to whom public property has been entrusted, I clearly understand that:

- (1) I am responsible for the proper custody, care, and safeguarding of the property;
- (2) I am authorized to use the property for limited personal use and official purposes only;
- (3) I must understand and comply with FAA Order 1830.9, *Cellular/Satellite Device Acquisition and Management* and the ATO Wireless Policy;
- (4) I must return the property to the BSG MSC when no longer required for the purpose intended, upon demand, transfer, or separation from the government, per FAA Order 1830.9;
- (5) I must submit a username change form in the event that any contact information changes; e.g., marriage, divorce;
- (6) I am responsible for making good the loss, destruction of, or damage to the property and may be held financially liable unless I can show to the satisfaction of the Survey Officer by "Report of Survey, ATO form 4630-8," setting forth the circumstances of the case and that the loss, damage, or destruction of the property was not occasioned by any fault, abuse, or neglect of mine.

1.4. National Wireless Program Office (NWPO) Responsibilities. The NWPO is responsible for:

(1) Contract and Funding Management: The NWPO is the only entity that may enter into contracts with wireless service providers on behalf of the ATO. No other person or organization may enter into any contract or renew current contracts for wireless devices, services or peripherals on behalf of the ATO, regardless of the procurement method used. See FAA Order 1830.9 for further information.

(2) Invoice and dispute management

(3) Procurement and provisioning

- (4) Device setup, imaging and bar coding
- (5) Prepackaging, distribution and shipping
- (6) Inventory management
- (7) Usage and optimization management
- (8) End of life recycling/disposal
- (9) Service Desk

1.5. Office of Information Technology (AIT) Team.

a. The Infrastructure and Operations Service (AIF) in the AIT Organization is responsible for all Mobility Device Management (MDM) and AIT network support.

b. Mobility devices approved by NWPO, AIT and the BSG MSC are the only devices allowed to connect to the FAA mission support network. All FAA GFE Wireless Devices in the MDM infrastructure are for FAA Wireless connectivity. The ATO does not permit or support the use of unauthorized third party wireless devices and services. Implementation of policies and standards regarding the mobility network support are further noted in supplemental documents and guidance provided by BSG MSC.

Chapter 2. User Eligibility and Operational Details

2.1. Recommended User Eligibility Criteria Requirements Chart. As stated earlier, individual job functional needs as outlined in Figure 2-1, *Recommended User Eligibility Criteria Requirements Chart*, determine approval of all wireless device requests.

Figure 2-1. Recommended User Eligibility Criteria Requirements Chart

| Device Type | Functional Needs Requirements | Comment |
|--|--|--|
| Cell Phone | <p>Employee travels to sites <i>more than 20 percent of the workweek</i>, which limits his or her access to regular or reliable landline telephones to satisfy required communication and coordination needs.</p> <p>Duties of the employee require mobility or transit a large percent (more than 50 percent) of the workday, and immediate accessibility.</p> <p>Duties and responsibilities of employee require voice contact while away from the office or accessibility outside of normal working hours.</p> | Employee must meet <i>two</i> of the requirements. |
| Smartphone | <p>Expectation that employee is readily accessible anytime of the day and needs continual internet access, email, remote access, significant communication, upward reporting and decision-making.</p> <p>Employee is an Executive or directly reports to an Executive (e.g. Chief Operating Officer, Vice President, Deputy Vice President or Director) and provides high-level executive administrative support/counsel and frequently travels for and with the Executive in support of these functions.</p> <p>Employee is on call or a frequent traveler in support of a primary function such as Security, Environmental and Occupational Safety and Health (EOSH), Safety, Air Traffic Controller Auditor, Emergency Planner, Flight Inspection (Air Crew), and Continuity of Operations Plan (COOP).</p> <p>Employee travels 40 percent or more away from duty location (nonlocal) and requires network access, camera, map, Global Positioning System (GPS) , etc. to perform assigned projects/functions.</p> <p>Employee duty location is outside the U.S. and requires network access, camera, map, GPS, etc. to perform assigned functions.</p> | Employee must meet <i>one</i> of the requirements. |
| Mobile Connectivity Device (e.g., MiFi or Air Card) | <p>Employee frequently travels to locations where WiFi or network connectivity is not available or reliable. Employee does not have any other device (e.g., Mobile Hotspot, cell service) or means (e.g. hotel WiFi, TDY location, etc.) with which s/he can connect to the network.</p> <p>Employee is on international travel a minimum of 50 percent of the time and requires consistent/reliable network connectivity.</p> <p>Employee requires immediate accessibility to a MiFi and would utilize the device a minimum of 80 percent of their work shift. Using a loaner or shared device would not be efficient or practical.</p> | Employee must meet <i>one</i> of the requirements. |

| Device Type | Functional Needs Requirements | Comment |
|--|---|--|
| Loan Pool (e.g., Cell Phone) | <p>Employee is an infrequent traveler but requires a loaner device to maintain voice communication for business purposes while on travel.</p> <p>Employee is <i>traveling internationally</i> and requires a loaner cell phone to maintain voice communication for business purposes.</p> <p>Employees working in SCC not on travel but not centrally located.</p> | Employee must meet <i>one</i> of the requirements. |
| Loan Pool (e.g., MiFi Router or Air Card) | Employee travels locally less than 20 percent of the workweek and anticipates WiFi or network connectivity may not be readily available or reliable. | Employee must meet <i>all</i> requirements. |
| Tablet | <p>Employee responsibilities include making critical day-to-day business decisions for their organization requiring immediate attention, continual internet access, email, remote access, significant communication, upward reporting and decision-making.</p> <p>Employee is a frequent traveler engaged in high-level work-related travel and collaborative meetings. Electronic communications is the preferred way to convey data which avoids hard copy production, collation and transfer of documents.</p> <p>Employee is an Executive or directly reports to an Executive (e.g., COO, VP, DVP or Director), provides high-level executive administrative support/counsel and frequently travels in support of these functions.</p> <p>Employee is on call or frequent traveler in support of a primary function such as Security, EOSH, Safety, ATC Auditor, Emergency Planner, Flight Inspection (Air Crew), and COOP.</p> | <p>Employee must meet <i>one</i> of the requirements.</p> <p>Note: Employee meeting the eligibility for a smartphone and a tablet (with cellular capabilities) must provide a strong business need for both devices. If a strong justification is not provided employee will be issued one device—either a smartphone or a tablet—but not both.</p> |

2.2. Waiver Process and Requirements. An employee who does not meet the identified eligibility criteria, but whose job function necessitates a device, may request a waiver to obtain a wireless device. In such cases:

a. The user's manager must submit a Wireless Device Waiver Request Form to the Director for approval, and to the SU VP for final approval. An organization may re-delegate this authority one level below their position, however, re-delegation must be in writing, signed by the Director and a copy must be submitted to the BSG MSC.

b. SU business needs shall determine the granting of waivers.

2.3. Transfer, Upgrade, Replacement and Repair.

a. Device users are prohibited from transferring any government issued device without management approval. All device transfers must be completed by the user's BSG MSC.

b. Upgrades will require approval from the SU Director. Approvals will be made based on cost, operational needs and AIT /BSG Managers' guidance.

c. The BSG MSC will process all ATO wireless device repair requests, through a third party company approved by AIT. If a device is broken and rendered unusable, device with the same functionality as the original will be provided.

d. The following eligibility replacement/repair requirements must be met:

(1) The existing device no longer meets operational needs and

(2) The existing device no longer meets DOT/FAA security requirements.

2.4. Inventory. All wireless users are required to sign a Memorandum Receipt at delivery of device. A copy of the receipt **must** be provided to the SU custodian and/or delegate to ensure proper recording of all devices in the Automated Inventory Tracking System (AITS) in accordance with JO 4600.27, *Personal Property Management*.

2.5. Special Features and Services.

a. Requesting SU must fund fee based software applications required for official use through the BSG MSC. Wireless users will not be reimbursed for applications purchased using personal funds.

b. Special features requiring additional cost will require approval from a SU Director. Special features include, but are not limited to:

(1) Multimedia downloads

(2) Push-to-talk capabilities

(3) Call forwarding capabilities

c. Downloads, both free and fee-based, must be for official use only and require prior approval.

d. Game applications are prohibited regardless of cost.

e. Any downloaded material that can potentially compromise information security will immediately be removed from the AIT server.

2.6. International Service.

All devices needed for International travel must submit a request for International Service. International service approvals must be obtained from the Service Unit Director no less than two weeks prior to travel, in adherence to security requirements per FAA Order 1600.61.

2.7. Emergency Devices. Emergency devices are devices that are used in case of a natural disaster or a need to continue operations during an agency crisis as defined in FAA Order 1900.1, *FAA Emergency Operations Plan*.

a. All personnel responsible for emergency devices will adhere to the guidelines published in FAA Order 1900.1 regarding the maintenance and care of emergency devices.

b. All emergency devices must be checked every thirty days for functionality.

c. Furlough – In the event of a furlough, only approved accepted personnel may continue to utilize their wireless devices. All other personnel will not be authorized to utilize their devices during furlough.

2.8. Returns.

If a wireless user leaves a SU or takes a position that no longer requires a wireless device, the user must return the device to the appropriate SU property custodian and/or delegate, to ensure the device(s) are properly reconciled in AITS. If the SU determines the device is no longer needed, it will be returned to the NWPO for proper disposal. All wireless devices must be disposed of in accordance to FAA Order 4600.27. Termination or transfer of services associated with returned devices will be accomplished as quickly as possible by the user or user's supervisor by coordinating with his/her BSG MSC. All users are responsible for wiping data from issued devices prior to their return.

2.9. Lost, Stolen or Damaged NWPO Devices.

If a wireless user's device is lost or stolen, the user must notify his/her immediate supervisor, the designated BSG MSC, the NWPO Help Desk, along with the SU property custodian and/or delegate. A Report of Survey must be completed in accordance with FAA Order 4600.27, *Personal Property Management*.

a. It is imperative that this notification be completed. Once the NWPO is notified, they, in turn, will notify the appropriate carrier who can flag the device as lost, stolen or out of service.

b. The wireless user is required to file a police report (*if possible*) and an FAA Facility Incident Report in accordance with FAA Order 1600.69 immediately if device is stolen or lost. Failure to do so may result in the user being responsible for the full price of the device.

c. In the event of damage to a user's device, the user must notify their designated BSG MSC for assistance in getting the device repaired or replaced.

2.10. Noncompliance Procedure.

Penalties for user noncompliance with this policy guidance will be in accordance with FAA Order 1830.9.

Appendix A. Acronyms and Definitions

AIT – Office of Information Technology: AIT delivers IT products and services to the FAA.

AIMS – Automated Inventory Tracking System: The system in which all government personal property is tracked.

ATC – Air Traffic Controller: An Air Traffic Controller is a position within the ATO.

ATO – Air Traffic Organization: The ATO consists of the controllers, technicians, engineers and support personnel who ensure the safety and timeliness of aircrafts.

BSG – Business Solutions Group: Management Services; Community Enterprise Group (HQs), OR Business Services Group: Mission Support Services (Service Centers).

COO – Chief Operating Officer

COOP – Continuity of Operations: COOP is required by Presidential Directive to ensure the FAA is able to continue essential work functions during emergency circumstances.

DOT – Department of Transportation

DVP – Deputy Vice President

EOSH – Environmental and Occupational Safety and Health.

FAA – Federal Aviation Administration

LOB – Lines of Business.

MES – Mobility Enterprise Service: The server in which all wireless devices with data service can access the FAA network and email.

MIFI – A portable broadband device that allows multiple end users and mobile device to share a 3G or 4G mobile broadband Internet connection.

MSC – Mobility Services Coordinators: The MSC is the designated point-of-contact for all wireless service requests within the ATO.

NWPO – National Wireless Program Office: The NWPO is the only FAA organization that is authorized to contract cellular services or communications for the FAA.

FAA Order 1600.61 and revisions – International Travel Security Briefing & Contract Reporting Requirement for FAA Employees & Contractors: The guidance establishing security requirements for FAA employees and prior to departure on international travel for official and unofficial business

FAA Order 1600.69 and revisions– FAA Facility Security Management Program: The guidance for security risk.

FAA Order 1830.9 and revisions– Cellular/Satellite Device Acquisition and Management: The original governing order for all cellular/satellite devices within the FAA.

FAA Order 1900.1 and revisions– The FAA Emergency Operations Plan: The guidance that the FAA follows in the event of an emergency.

FAA Order 4600.27 and revisions– Personal Property Management: The order that outlines how property should be disposed of.

SU – Service Unit.

TDY – Temporary Duty Travel

VP – Vice President

WIFI – Wireless Fidelity or wireless internet.

Appendix B. Further Reading and Resources

FAA Order 1830.9A, Wireless/Satellite Device Acquisition and Management:

https://employees.ATO.gov/tools_resources/orders_notices/index.cfm/go/document.information/documentID/99697

NWPO Website: https://my.faa.gov/tools_resources/info_technology/nwp.html

What's Happening with Wireless:

https://intranet.ATO.gov/ATOemployees/org/linebusiness/ato/operations/technical_operations/ajw1/bmg/wireless/updates/

Erasing Data and Performing a Manufacturer's Reset:

http://www.rewireless.com/recycling/data_eraser/default.asp

Mobility Services Coordinator Roles and Responsibilities:

https://my.faa.gov/tools_resources/info_technology/mobile_tech/mobility_coordinators.html

Mobility Service

Coordinators: https://my.faa.gov/tools_resources/info_technology/mobile_tech/mobility_coordinators.html

FAA Facility Incident Report:

https://my.faa.gov/employee_services/dc_services.html#facilities

ATO Wireless Device Request Form

Please contact your MSC Coordinator for form

AIT Mobility Device FAQ

Page https://my.faa.gov/tools_resources/info_technology/mobile_tech/ipad_iphone/idevice_faqs.html#mdm