

**SAN DIEGO POLICE DEPARTMENT
PROCEDURE**

DATE: March 7, 2017

NUMBER: 1.48 - ADMINISTRATION

SUBJECT: WIRELESS MODEMS

RELATED POLICY: [1.45](#)

ORIGINATING DIVISION: INFORMATION SERVICES

NEW PROCEDURE:

PROCEDURAL CHANGE:

SUPERSEDES: 04/11/14

I. PURPOSE

This Department procedure establishes guidelines for issuing wireless modems.

II. SCOPE

This procedure applies to all members of the Department.

III. BACKGROUND

The Information Services Division/Data Systems Unit is responsible for issuing and maintaining wireless modems for Department use. These modems are used to facilitate internet connectivity for performing work-related activities when a desktop computer or laptop-equipped vehicle with internet access is not available.

The use of these modems is reserved for official Department business only (Refer to Department Policy 1.45, Use of City/Department Computer Systems).

IV. DEFINITIONS

- A. Master Wireless Modem Inventory List – database maintained by the Information Services/Data Systems Unit that is used to track wireless modem assignments.

- B. Wireless modem – modem provided by the Department’s wireless service provider.
- C. Wireless Modem Assignee – Department positions that are issued a wireless modem.
- D. Wireless Modem Inventory Manager – Data Systems Unit staff assigned to manage wireless modem logistics.

V. GENERAL PROCEDURES

A. Issued wireless modems

Generally, wireless modems are issued to specific positions, not personnel, based upon work assignment and the business need for a modem.

- 1. The following positions are issued wireless modems:
 - a. All Captain positions
 - b. All Lieutenant positions
- 2. The following units are issued pool wireless modems for use by assigned personnel:
 - a. 290 Unit
 - b. Auto Theft
 - c. Air Support
 - d. Central Bike Team
 - e. Critical Incident Management Unit (CIMU)
 - f. Criminal Intelligence Unit (CIU)
 - g. Communications
 - h. Crime Laboratory
 - i. DART
 - j. Fleet Safety
 - k. Gang Suppression Team (GST)
 - l. Gang Unit
 - m. Homicide
 - n. In-Service Training
 - o. Metro Arson Strike Team (MAST)
 - p. Media Relations
 - q. Parking Enforcement
 - r. Robbery
 - s. Special Events
 - t. Traffic Motors
 - u. Traffic RSVP

- v. Vice
- w. Watch Commander's Office

3. The highest ranking member of the above listed units is responsible for maintaining the wireless modems assigned to that unit. This member may sign out the modems within the unit as needed.

B. Requests for Wireless Modems

1. Generally, wireless modems will only be issued as outlined above. Additional wireless modems may be issued on an **exception basis only**.
2. To request a wireless modem on an exception basis, the following process must be followed:
 - a. Requests for the acquisition of wireless modems must be made via a Wireless Modem Request Form. This form is located on the F drive at F:\Templates\Adminstrative\Wireless Modem Request Form.
 - b. The unit or member requesting a wireless modem shall fill out the form completely and detail the specific business need for the wireless modem.
 - c. Once the form is completed, it must be approved by the requesting unit/member's commanding officer and submitted to the Wireless Modem Inventory Manager in the Data Systems Unit for approval.
3. Loaner Wireless Modem
 - a. Units may have an operational need for a wireless modem for a short period of time and may request a wireless modem for the duration of the operation.
 - b. To request the temporary use of a wireless modem, the wireless modem request form shall be completed as outlined in this procedure and include the following:
 - 1) The anticipated duration of the operation and the date the wireless modem will be returned to the Wireless Modem Inventory Manager.

C. Wireless Modem Assignment

1. Members transferred out of a position to which a wireless modem had been issued, shall return the wireless modem to the Wireless Modem Inventory Manager. The Inventory Manager will transfer responsibility for the wireless modem to incoming personnel.
2. Members who have been issued a wireless modem and transfer into a position with an assigned wireless modem shall return the issued wireless modem to the Wireless Modem Inventory Manager from their previous position.
3. Members issued a wireless modem who transfer to a position that does not have an operational need for a wireless modem shall return the issued wireless modem to the Wireless Modem Inventory Manager.

D. Wireless Modem Responsibilities

1. Personnel assigned to a position with an issued wireless modem are responsible for the modem. This responsibility includes, but is not limited to:
 - a. Data transmitted through use of the modem (refer to Department Policy 1.45, Use of City/Department Computer Systems);
 - b. Maintenance and care for the modem;
 - c. Reporting a lost or stolen modem;
 - d. Notifying and returning damaged/malfunctioning modems to the Wireless Modem Inventory Manager;
 - e. Proactively turning in modems the assignee no longer needs to perform work-related activities;
 - f. Notifying the Wireless Modem Inventory Manager of planned periods of time (three consecutive months or greater) when the modem will be inactive.

E. Wireless Modem Deactivation

1. The Department's wireless services provider charges the Department for wireless modem services on a monthly basis, regardless of usage. Unless the Wireless Modem Inventory Manager has received notification of planned non-use in advance, modems not used for a period of three consecutive months will be deactivated.

2. The Wireless Modem Inventory Manager will notify assignees of a pending deactivation via e-mail.
3. Deactivated modems shall be returned to the Wireless Modem Inventory Manager by the wireless modem assignee.

VI. WIRELESS MODEM INVENTORY MANAGER RESPONSIBILITIES

- A. The Wireless Modem Inventory Manager is assigned to the Information Services Division/Data Systems Unit and has the following responsibilities:
 1. Maintain the Master Modem Inventory list and pool of modems, which will contain a log of the following:
 - a. Assignment location;
 - b. Contact information at assignment location;
 - c. Issue date;
 - d. Electronic Serial Number (ESN);
 - e. Mobile Station Identification (MSID);
 - f. Serial number; and,
 - g. Any other pertinent information
 2. Review, approve, and process requests for wireless modems;
 3. Assign and return wireless modem to the inventory pool;
 4. Notify appropriate personnel of changes that will affect the wireless carrier's wireless modem billing;
 5. Review operational needs of wireless modems scheduled to be deactivated and determine if deactivation is appropriate;
 6. Send deactivation e-mails for non-usage; and,
 7. Make recommendations for assignment, re-assignment, and usage to facilitate an efficient use of the wireless modems.