Mitigating Cell Phone Losses

While cell phones provide university operations with convenience and efficiency gains, they also expose departments to risk of loss. Departments need to be aware that cell phone losses are often times not covered by UA’s self-insurance program. Because of this, departments should develop good procedures to control this loss potential. Some of the things departments can do are:

- Require employees to always keep their university cell phones in secure locations.
- Prohibit employees from loaning out or transferring custody of their cell phones without supervisory approval.
- Require employees to immediately report lost or stolen cell phones first to the service provider and second to the police. The service provider can discontinue the service to prevent unauthorized calls and can reactive the phone if it is found at a later time.
- Advise employees that the university may require them to personally compensate the university for unauthorized phone call expenses that occur if they fail to immediately report a lost or stolen university cell phone. Employees should consult with their personal property insurance carriers on this matter.
- Most cell phones have coded security lockout functions. While sometimes inconvenient, departments and employees should consider activating those systems as they can often thwart unauthorized use before the service provider has had a chance to discontinue service.
- Require employees to periodically bring their university cell phones back into the department so the department property custodians can verify the phones' custody and change the security lockout codes if necessary.
- Have employees and a separate reconciler verify the phone bills.
- Require employees and supervisors to sign the off-campus property use form found at ftp://info.alaska.edu/pub/swprop/py10.pdf.
- Require employees to acknowledge department and UAA cell phone policies and procedures by signing them.
- For safety reasons, employees are prohibited from using their university cell phones while driving a vehicle.