



**Division of State Patrol  
Policy and Procedure**

Number <b>5-11</b>
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Subject <b>MOBILE DATA COMPUTER (MDC) USE AND APPLICATION</b>	
Author/Originator Bureau of Specialized Services	Approved by <i>Stephen Fitzgerald</i> <b>Superintendent</b>
Records Management Statement Supersedes P&P 5-11 dated January 24, 2014 Posted on WisDOT Internal Website (SharePoint) at <a href="https://wigov.sharepoint.com/sites/dot-dsp/policy/SitePages/Home.aspx">https://wigov.sharepoint.com/sites/dot-dsp/policy/SitePages/Home.aspx</a>	

**I. POLICY**

It is the policy of the Division of State Patrol (DSP) to establish guidelines that govern the use of Division issued Mobile Data Computer (MDC) equipment and installed software applications.

**II. BACKGROUND**

With the issuance of MDC equipment to Division personnel, there is a need to prevent computer virus contamination; inappropriate, unauthorized, or illegal use of the MDC and to provide for the proper care and handling of the MDC. There is an additional need to promote Department and Division software compatibility consistent with initiatives set forth in the Department's and Division's Strategic Plan.

**III. OBJECTIVES**

- A. Establish a Division MDC Coordinator and an MDC Coordinator for each Post and the Wisconsin State Patrol Academy (WSPA).
- B. Establish procedures for issuance and tracking of MDCs and related equipment.
- C. Establish guidelines for appropriate and authorized use of MDCs.
- D. Establish guidelines for care and maintenance of MDCs and related equipment.
- E. Maintain an inventory of installed software and customization of individual MDCs.

#### IV. GENERAL PROVISIONS

MDCs will be issued to Division personnel for the life cycle of the unit. It is the intent of the Division to promote full use of the MDC equipment. Authorized MDC users are permitted to install approved additional software on their MDC to facilitate training and enhance job performance. Software installation must be consistent with the licensing agreement for the specific software. Use of the MDC while off-duty is authorized consistent with the provisions of this policy.

#### V. PROCEDURE

##### A. MDC Coordinators

1. The Superintendent will appoint a Division MDC Coordinator.
2. Region Commanders will designate an MDC Coordinator for their respective regions/posts. The WSPA Commander will designate an MDC Coordinator for the Academy.
  - a. MDC Coordinators should have a general understanding of the operation of the MDC, related components and installed software.
  - b. MDC Coordinators are responsible for the authorization of hardware, software customization and inventory of MDC equipment in accordance with the MDC Customization Approval Process.

##### B. Issuance

1. MDCs will be issued to an employee as permanent equipment.
  - a. MDCs will remain the property of the Division of State Patrol and are subject to review and inspection.
  - b. It is the employees' responsibility to assure only approved software is installed on his/her MDC.
  - c. The Division retains the right to review and/or remove any and all software installed on an MDC.
  - d. MDCs will not be shared or exchanged between employees due to security and accountability issues.
2. Unassigned MDCs will be promptly returned to the applicable Post MDC Coordinator, who will forward them without delay to the Division MDC Coordinator.

3. The Division MDC Coordinator will ensure that the unassigned MDCs are refurbished and in proper working condition.
4. The Division MDC Coordinator will then arrange for re-issue of the MDC as appropriate.

C. Appropriate and Authorized Use

Use of the MDC shall be consistent with DSP Policies and Procedures, Wisconsin Department of Transportation (WisDOT) Administrative Manual (TAM), WisDOT and DSP Work Rules, Transaction of Information for Management of Enforcement (TIME) System directives, and applicable Federal and State Administrative Rules and Laws. A violation of any of the above may result in the removal of the software and/or hardware, and/or the application of the disciplinary process.

D. Care, Maintenance and Security

Employees are personally responsible for the security, care, maintenance and use of MDCs that are in their custody and control. Employees shall make every effort to protect and secure the MDC equipment from theft, damage, and environmental hazards.

1. Employees will use only Division issued and/or approved products for cleaning MDC equipment.
2. Objects shall not be placed on the MDC keyboard area, screen or cover (e.g., beverage cups or containers, pens, pencils, liquids, etc.). Velcro™ may be applied to the outside of the MDC to affix a MiFi or similar device.
3. Magnetic objects **SHALL NOT** be placed close to the MDC (e.g., emergency dash lights, magnetic clips, etc.).
4. MDCs shall not be exposed to extreme temperature and/or environmental conditions.
5. Equipment failure, physical damage, or loss of the MDC and/or its components shall be reported immediately to the employee's immediate supervisor or duty supervisor (if the employee's immediate supervisor is not readily available).
6. The supervisor, in conjunction with the Post MDC Coordinator, will arrange for the repair or replacement of the MDC and/or the damaged/missing components.
7. To reduce the opportunity of theft or unauthorized use, the MDC should be removed from an unattended patrol vehicle as necessary (e.g., vehicle

maintenance, employee vacation, etc.) and properly secured when otherwise not in use.

E. MDC Customization

1. Requests for the customization of hardware and/or the installation of additional software on the MDC shall be directed to the employee's immediate supervisor using form SP4552 Request - MDC Software/Hardware Customization. The supervisor and the Post MDC Coordinator shall approve or deny the request.
2. All software will be tested for compatibility with the Mobile Data Computer Network (MDCN) software. The Division MDC Coordinator will maintain an approved software list for use by the Post MDC Coordinators.
3. Post MDC Coordinators will maintain a software inventory for all MDCs in their region/post as applicable.
4. The Division MDC Coordinator, in conjunction with the DSP Bureau of Specialized Services, will develop and maintain software images and installs for all MDCs.

F. Tracking

1. The Information Technology (IT) Section of the DSP Bureau of Specialized Services (BSS) shall maintain an inventory of all MDCs and their assigned users using a database and spreadsheet system.
2. Post MDC Coordinators will promptly notify the designated person in the IT Section responsible for tracking of MDCs of any changes in assignment of MDCs.
3. The post MDC Coordinator shall notify the Division MDC Coordinator and the person designated in the IT Section responsible for tracking MDCs as new units are assigned, units are sent in for repair, or returned to inventory.

**VI. HARDWARE AND SOFTWARE SUPPORT SYSTEMS**

- A. Region/Post and Academy Support: Post MDC Coordinators and designated Region/Post Trainers
- B. Division Support: Division IT Staff and the Division MDC Coordinator
- C. The Department and Division will not provide technical support for personally-owned and installed software products or hardware customizations to Division-owned MDCs.

**VII. REFERENCES**

DOT Work Rules  
DSP Work Rules  
Region/Post Standard Operating Procedures  
Informational Memorandums  
Office of General Counsel Opinion 95-067  
SP4552 Request – MDC Software/Hardware Customization