	Division of State Patrol **Policy and Procedure**	Number **5-12**

Subject
WIRELESS DATA CONNECTIVITY TOOLS

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Records Management Statement
Supersedes P&P 5-12 dated January 24, 2014 Posted on WisDOT Internal Website (SharePoint) at https://wigov.sharepoint.com/sites/dot-dsp/policy/SitePages/Home.aspx

I. POLICY

It is the policy of the Division of State Patrol (DSP) to manage the use of broadband wireless and connectivity tools for Mobile Data Computers (MDCs) and other business laptops issued to the DSP staff.

II. BACKGROUND

Data Connectivity options have been added to the Wisconsin Mobile Data Computer Network (WISMDCN). This policy identifies the new tools that have been adopted by DSP and describes how they may be used to enhance the business of the Division.

III. OBJECTIVE

The objective of this policy is to identify the additional connectivity tools that Division personnel may be authorized to utilize and detail the requirements associated with using those resources.

IV. KEY DEFINITIONS

A. **Air Card** – a wireless modem designed to access Broadband Cellular data service. MDCs require an Air Card device to access broadband cellular service. The Air Card slides into the PC card slot in the laptop and uses special modem software, which must be installed on the laptop.

B. **Broadband Cellular** – a subscription data service offered by cellular providers. An Air Card or MiFi is required to access this service from a MDC. This type of data service is capable of providing medium speed (3G or 4G LTE) network connections

to a moving vehicle within range of the cell towers. Coverage varies depending upon the equipment installed at the cell towers, the location of the cell towers and the roaming arrangement of the cellular provider.

C. **Hot Spot** – a device also known as a Wireless Access Point (WAP), which uses Wi-Fi technology to allow wireless connections from laptops to other local or wide area networks. DSP has deployed Hot Spots at the Posts and Safety and Weight Enforcement Facilities (SWEFs) to allow access from MDCs to the WISMDCN.

D. **MACH** – Mobile Architecture for Communications Handling

E. **MDC** – Mobile Date Computer. A ruggedized laptop used for law enforcement purposes.

F. **MiFi** – a brand name used to describe a pocket sized mobile broadband router that acts as a mobile Wi-Fi hotspot that can connect to a cellular broadband network to provide access to the Internet. The MiFi is positioned in close proximity to the computer and utilizes the computer's Wi-Fi connection options.

G. **NetMotion Mobility** – software marketed by NetMotion™ that the DSP uses to manage MDC connections to WISMDCN. Mobility provides a secure, encrypted connection from the MDC to the WISMDCN, regardless of what access method is employed. Possible DSP wireless connections allowed include Wi-Fi and broadband cellular.

H. **VPN** – Virtual Private Network

I. **Wi-Fi** – a wireless network technology using the IEEE 802.11 standard that is capable of providing a high-speed connection to Local Area Networks (LAN) and the Internet when located within close proximity to a Hot Spot (~500'). It is effective for providing high speed connections to other networks. DSP MDCs are equipped with Wi-Fi network adaptors which are powered on or off via the Wireless switch.

J. **WISMDCN** – the Wisconsin Mobile Data Communications Network also known as the MDCN.

V. **PROCEDURE**

A. Use of Wi-Fi

1. Wi-Fi Hot Spots must be used in accordance with Wisconsin Department of Transportation (DOT) and DSP policies governing their use.

2. DSP Hot Spots are dedicated exclusively for DSP access to WISMDCN. It is advised that personnel use DSP locations equipped with DSP Hot Spots whenever practicable for high-speed wireless connection to WISMDCN.

3.   DSP personnel may find it advantageous to use public Wi-Fi Hot Spots in some locations where other connectivity options are not available. These are inherent security risks associated with the use of public Wi-Fi Hot Spots, thus they should be avoided.

4.   DSP personnel may use their personal Hot Spot to provide high-speed wireless access to WISMDCN or DOT networks for business purposes when not at a DOT facility.

5.   DSP personnel shall not use private non-public Hot Spots, even if they are open and accessible.

6.   MDCs using Wi-Fi must be configured to use NetMotion Mobility to assure an encrypted secure VPN connection is established with WISMDCN while using the Wi-Fi connection.

7.   DSP business laptops using Wi-Fi must be configured to use the Cisco VPN Client software to establish a secure encrypted VPN connection to either WISMDCN or to the DOT network.

8.   DSP computers using Wi-Fi must comply with established DOT and DSP policies governing the use of computers.

9.   Problems with Wi-Fi connections need to be resolved within DSP. **The DOT IT Service Desk does not support Wi-Fi connections and should not be called for assistance concerning these or related matters.**

B.   Use of Broadband Cellular

1.   Air Card and MiFi devices must be used in accordance with DOT and DSP policies governing the use of Broadband Cellular services.

2.   Broadband Cellular is a subscription service with a recurring monthly fee. Costs and eligible carriers are determined by state contracts administered by the Wisconsin Department of Administration.

3.   Each DSP employee authorized to use Broadband Cellular will be issued an Air Card or MiFi device. Air Cards and MiFi devices are inventoried and managed at Central Headquarters. Each employee is accountable for appropriate use of the Air Card or MiFi issued to him or her.

4.   MDCs using Air Cards or MiFi devices must be configured to use NetMotion Mobility to assure an encrypted secure VPN connection is established with WISMDCN while using a Broadband Cellular connection.

5.   DSP business laptops using Air Cards or MiFi devices must be configured to use the Cisco VPN Client software to establish a secure encrypted VPN connection to either WISMDCN or to the DOT network.

6.   DSP computers using Air Cards or MiFi devices must comply with established DOT and DSP policies governing the use of computers.

7.   Problems with Broadband Cellular connections using Air Cards or MiFi devices need to be resolved within DSP. **The DOT IT Service Desk does not support Air Card or MiFi wireless connections. The DOT IT Service Desk does not support MDC or MDCN use or issues. They should not be contacted for assistance concerning these or other related issues.**