

# SMARTPHONE USE REQUESTS

## Frequently Asked Questions

Per Technology Letter (TL) 13-01, all smartphone use requests are to be approved by the California Technology Agency (Technology Agency).

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### **1. Q: Once the state entity<sup>1</sup> has completed the Smartphone Use Justification Form, how should the form be transmitted to the Technology Agency?**

**A:** Email the searchable PDF justification form to [TelecomProcurements@state.ca.gov](mailto:TelecomProcurements@state.ca.gov). If there are other relevant files, include them in the email. They do not need to be scanned into one document. The subject line needs to read "Smartphone Use Approval".

### **2. Q: How long will it take to get a decision?**

**A:** The Technology Agency will process the Smartphone Use Justification Form as quickly as possible. Requests received during peak periods throughout the year may take longer. There is not a specific guaranteed turnaround time. Engaging the Technology Agency early will facilitate a more timely review.

### **3. Q: Does this policy apply to mobile devices such as tablets or notebook computers?**

**A:** No, this smartphone use approval process is not meant to affect the leveraged procurement agreements (LPAs), nor the process for requesting an exemption from those LPAs. Consistent with TL 12-08, there is no change to the requirement for state entities to submit an exemption request for any non-smartphone IT equipment.

### **4. Q: Are Smartphones subject to security policy and controls?**

**A:** Yes. Please refer to [SIMM 66A](#) Telework and Remote Access Security Standard.

### **5. Q: How will the Technology Agency advise the requestor of the decision?**

**A:** The Technology Agency will return the Smartphone Use Justification Form with their signature and decision.

### **6. Q: Will there be an appeal process if the Technology Agency does not support the smartphone use request?**

**A:** There is no formal appeal process.

### **7. Q: If a smartphone is available through a leveraged procurement vehicle, do I still need to submit a Smartphone Use Justification Form for approval to use the smartphone?**

**A:** Yes, as set forth in TL 13-01, all plans to use a smartphone must be approved by the Technology Agency.

### **8. Is replacement of a broken or inoperable cell phone or smartphone a sufficient business justification for use of a smartphone?**

**A:** Yes, if the phone being replaced is essential and if replacing with a smartphone that is not more expensive than the cost of replacing with the same device.

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<sup>1</sup> **State entity:** Refers to any entity within the executive branch that is under the direct authority of the Governor, including, but not limited to, all agencies, departments, boards, bureaus, commissions, councils, institutions, and offices.