

 <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>	DAI Policy #: 309.56.01	Page 1 of 9
	Original Effective Date: 03/01/18	New Effective Date: 09/11/24
	Supersedes: 309.56.01	Dated: 04/01/24
	Administrator's Approval: Sarah Cooper, Administrator – 08/20/24	
	Required Posting or Restricted: <input checked="" type="checkbox"/> PIOC <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> Restricted	
Chapter: 309 Resources for Inmates		
Subject: Technology Devices and Services		

POLICY

The Division of Adult Institutions shall ensure access to modern technology. Access and utilization of technology shall be consistent with DAI security policies in order to fulfill the mission of public safety.

REFERENCES

DAI Policy 300.00.35 – Americans With Disabilities Act
DAI Policy 300.00.61 – Language Assistance for LEP Inmates
DAI Policy 309.00.50 – Pornography
DAI Policy 309.04.01 – PIOC Mail
DAI Policy 309.15.01 – Law Library
DAI Policy 309.20.03 – PIOC Personal Property and Clothing
DAI Policy 309.52.01 – Inmate Canteen
DAI Policy 309.55.05 – Postsecondary Education Opportunities for PIOC

DEFINITIONS, ACRONYMS, AND FORMS

ADA– Americans with Disabilities Act

BTM – Bureau of Technology Management

DAI – Division of Adult Institutions

Data Storage Device – Storage medium to facilitate transfer or storage of digital information. Commonly known as a USB drive, flash drive, jump drive, thumb drive, USB key, USB stick, memory stick or USB portable hard drive. Other formats may include read only computer disks (CD, CD-ROM, DVD-ROM).

DOC – Department of Corrections

DOC-2838 – Data Storage Device Activity Log

DOC-2839 – Inmate Access to OTIS Information Technology Resources User Agreement

DOC-2906 – Clear Laptop Rental Agreement

Digital User Acknowledgment - Confirmation user has read and agree to terms and conditions along with rules/policies related to the use of the equipment.

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EdNet – Department of Corrections computer network primarily for PIOC access to computer-based education resources.

EILLS - Electronic Inmate Law Library System – the web-based legal research system customized for the Wisconsin DOC by a state contracted vendor.

Electronic Device- DOC approved device designated to interact with networks and perform tasks utilizing accessible or installed software. Examples include desktop computers, laptops, tablets and handheld devices.

FCC – Federal Communications Commission

Kiosk- A workstation used to facilitate various electronic transactions, such as video visitation, electronic two-way messaging, canteen ordering, accessing account balances and/or downloading electronic media.

LEP – Limited English Proficiency

NPR – National Public Radio

OTIS - Offender Technology Infrastructure Services – DOC computer network used by PIOC which provides a modern, secure and cohesive information environment.

PIOC – Persons in Our Care

Podcast - A digital audio file, usually featuring one or more recurring hosts engaged in a discussion about a particular topic or current event, made available for download to a tablet.

SPED – Special Education

Tablet – A handheld electronic device with a mobile operating system, touchscreen display, processing circuitry and a rechargeable battery. The terms of the contract will determine if the device will be supplied by the DOC or purchased by the PIOC for their use. Device has a multi-layered security architecture that allows for PIOC to access secure content.

Tablet Services - Paid and free services available by a vendor on a tablet. Examples of services include music, books, movies, podcasts, video games and other services approved by DOC for use.

PROCEDURE

I. ADA and LEP Accommodations

Requests for ADA/LEP accommodations shall be submitted to the facility's ADA or LEP Coordinator for review in accordance with DAI Policies 300.00.35 and 300.00.61.

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II. Technological Access and Approval for DOC Supplied Education Computing Resources

- A. Priority access to classroom computing resources shall be provided to PIOC who have been identified and screened with an educational program need.
- B. Any SPED accommodations shall be addressed by the Education Department.
- C. Secure password administration of all PIOC computer accounts shall be managed by BTM or DAI staff authorized by BTM.
- D. Education Director/designee shall designate staff to facilitate password administration and management for staff and PIOC, including in some cases, password resets.
- E. Education Director/designee shall be responsible for developing, approving and monitoring PIOC access to and use of technology.
- F. Education Director/designee shall provide a DOC-2839 to ensure identified PIOC are aware of all restrictions and limitations applied to computer access.
- G. PIOC shall be permitted to use EdNet and OTIS networked devices solely for DOC-approved uses including, but not limited to, enrolled education programs, Bureau of Correctional Enterprises employment and re-entry purposes.
- H. All PIOC logins and activity in the OTIS environment shall be tracked and logged by BTM.

III. Data Storage Devices

- A. PIOC shall request a DOC-approved data storage device through designated staff.
 - 1. PIOC shall purchase a DOC-approved data storage device from a DOC-approved vendor or the facility.
 - a. Facilities shall develop a facility procedure for this process.
 - b. Facilities may limit the number of data storage devices available according to facility procedures.
 - 2. Data storage devices shall be labeled with the PIOC DOC number and last name.
 - 3. PIOC requiring the use of data storage devices shall complete the DOC-2839.
 - 4. Access and possession of data storage devices are limited to authorized uses such as personal legal work, enrolled education programs, personal medical information and re-entry. These records shall not be transferred between data storage devices or used by another person.

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5. Data storage devices and their content may be inspected by designated staff to prevent unauthorized activities.
 6. Inspection of data storage devices and their content shall be conducted with the PIOC present, unless the Security Director/designee has reason to believe that the content may contain contraband.
 7. Data storage devices purchased by the PIOC shall be issued to them at the time of release.
- B. Data storage devices shall be kept in a secure location.
1. The PIOC shall return the data storage device to staff upon completion of use.
 2. Data storage devices shall be secured by staff when not in use.
 3. Staff shall log device activity on the DOC-2838.
- C. Possession and use of a data storage device outside of the approved purposes shall constitute contraband.
- IV. Secure Laptop Devices**
- A. PIOC in approved programs may use a secure laptop device which has been approved by BTM and DOC security.
- B. PIOC shall sign the DOC-2906. The use agreement begins the first day of courses enrolled and ends the last day courses end unless explicit permission is granted in advance.
- C. DOC approved secure laptop devices may be carried to and used in housing units and cells.
- D. Use of secure laptops is at the discretion of the Education Director/designee.
- V. Technological Training for PIOC**
- A. Basic instruction on computer applications shall be provided by designated staff.
- B. Vendor-provided instructions shall be available for the EILLS.
- C. Access to software manuals in a classroom setting is permitted where such materials are available.
- VI. PIOC Electronic Device Use**
- A. Authorized PIOC may use computers on the OTIS and EdNet platforms to participate in facility programs, learning activities and other approved activities.
- B. Prohibited technology usage includes, but is not limited to:
1. Sharing of devices, network, applications, passwords and login credentials.

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2. Composing, displaying, printing, downloading or forwarding material which is defamatory, false, inaccurate, abusive, obscene, pornographic and/or poses a threat to the security, orderly operation, discipline or safety of the institution and/or is inconsistent with rehabilitative goals.
 3. Gambling applications.
- C. Printing may be allowed and shall be in accordance with facility procedure.
- D. Tampering with any electronic device, hardware or software settings, cable connections or peripheral device is prohibited.
- E. Computer hardware or software problems shall be reported to the designated staff at the facility for evaluation and repair in accordance to the facility procedure
- F. Any improper use of issued electronic devices by PIOC may result in immediate forfeiture to any DOC staff.
1. The site designee shall have the authority to return or retain the device based upon a full review of the incident.
 2. Any temporary or permanent forfeiture based upon PIOC behavior shall not override any agreements between the PIOC and DOC.
 3. Any electronic device damaged by PIOC, may be sent to BTM or the vendor for inspection.
 - a. If the damage makes the electronic device issued by education inoperable, the PIOC forfeit the right to use a replacement device for the rest of the term. PIOC may be permitted to use regular education devices in the education department.
 - b. If the damage is repairable, the repaired unit shall be returned to the site designee for disposition (e.g. forfeit, return to PIOC, or modified use agreement).
 - c. Intentional damage or loss shall result in the repayment of the full replacement cost from the PIOC.
 4. Any damage caused by anyone other than the device's assigned PIOC, shall result in the repair or replacement of the unit.
- G. Electronic devices and their content may be inspected by designated staff to prevent unauthorized activities.
1. Content stored locally on an electronic device shall be backed up onto an external storage device regularly.
 2. DOC shall not be responsible for the integrity of the data or any files stored on the device.
 3. All electronic devices shall be restored to factory settings and wiped clean at the end of the rental/usage term. All locally stored data shall be removed permanently at that time.
- H. Routine maintenance and system upgrades may impact the access to services on the device.

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VII. Tablets/Kiosk

A. DOC-approved content

1. All content shall comply with NPR Underwriting Guidelines and FCC rules.
2. Podcast and applications shall be those published by the vendor. External requests for podcasts/apps shall not be accepted.
3. Tablet services content shall be appropriate for audiences of all ages and meant for public use.
 - a. Content shall be entertainment, educational, cultural and/or informational in nature.
 - b. Content that is sexual, violent in nature, promotes violence or criminal behavior, deemed harmful to safety or contains objectionable content shall not be allowed.
 - c. If content is opinion based, it may be allowed if balanced content is also made available. (religious, political, etc.)
 - d. Pornographic content shall not be allowed.
4. Music content shall be radio edited versions.
5. Movies shall be rated G, PG, PG-13 or R TV edited versions.
6. DOC reserves the right to terminate, restrict, block or remove a tablet and/or access to the content at any point in time and without notice or refund. A PIOC shall have no expectation that content or hardware belongs to them.
7. Purchased content and subscriptions are only applicable under the contract it is purchased under and only accessible until released from DAI custody.

B. Kiosk supported services may vary by site as determined by DAI and facility operations.

C. Information related to electronic messaging is located in DAI Policy 309.04.01.

D. Tablets and its use shall be provided by the DOC from the contract vendor.

1. A tablet provided by DOC is for use during the current period of incarceration.
2. A Tablet issued by DOC is considered state property and an electronic device
3. When PIOC log into the tablet, they shall acknowledge the usage agreement, terms and conditions and that the tablet is in good working condition. If the tablet is damaged or malfunctioning, PIOC shall notify a staff member.

E. PIOC shall be held accountable through the disciplinary process for any damage or misuse of the tablet and could result in tablet privileges being suspended. This includes, but is not limited to the following:

1. Damage to the tablet.
2. Misused, altered or compromised content.

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3. Sharing passwords.
 4. Utilizing a tablet application or features to communicate with another PIOC.
 5. Accessing other PIOC accounts, etc.
- F. The tablet phone feature shall not be available during count times and from 10:00 pm – 6:00 am Sunday through Thursday; Midnight – 6:00 am Friday and Saturday.
- G. Phone calls shall be limited to a 20-minute duration with a 20-minute wait time between calls.
- H. Facilities shall develop a facility procedure for the following:
1. Identify site tablet coordinator/s that will be responsible for troubleshooting issues, providing ongoing training, vendor point of contact, and respond to tablet performance issues/concerns with the vendor and DAI Contract Administrator.
 2. Identify staff responsible and the process for facility to order/receive tablet inventory from vendor as well as the return of tablets to vendor.
 3. Process for issuing/collecting/resetting tablets to/from PIOC upon site intake and departure to/from the facility.
 4. Process for selling chargers specific to the tablets at the facility.
 5. A replacement/exchange process for damaged and/or end of life tablets, which may include discipline and restitution.
 6. Designate locations for tablet use.
 7. Process for printing requests for content stored on tablet.
 8. For use while in Restrictive Housing status.
- I. Refunds shall not be provided for tablet subscription services due to:
1. Services not being available during system maintenance.
 2. Disrupted Wi-Fi signal.
 3. System-related downtime beyond the DOC or vendor's control.
 4. Placement in a status restricting access as a result of PIOC actions.
 5. Termination of vendor contract.

VIII. Security Parameters

- A. All activities on networks, electronic devices and/or kiosks are subject to audit.
- B. PIOC access to the internet shall be restricted and monitored.
- C. PIOC shall not transfer or share any data storage device, electronic device, content, password or login credentials to another PIOC.
- D. PIOC shall not transfer any data from digital formatted legal material to any personal data storage device.

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

Facility: Name		
Original Effective Date:	DAI Policy Number: 309.56.01	Page 8 of 9
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Will Implement <input type="checkbox"/> As written <input type="checkbox"/> With below procedures for facility implementation		
Warden's/Center Superintendent's Approval:		

REFERENCES

DEFINITIONS, ACRONYMS, AND FORMS

FACILITY PROCEDURE

- I.
 - A.
 - B.
 - 1.
 - 2.
 - a.
 - b.
 - c.
 - 3.
 - C.

II.

III.

RESPONSIBILITY

I. Staff

II. PIOC

III. Other

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

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