



# **Joint Mobile Device Policy**

**(August 2016)**



*We speak your language*

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**Polish**

*Mówimy Twoim językiem*

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**French**

*Nous parlons votre langue*

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**Spanish**

*Hablamos su idioma*

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**Slovak**

*Rozprávame Vaším jazykom*

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**Chinese**

我们会说你的语言

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**North East Derbyshire District**

**Council on 01246 231111**

Joint Mobile Device Policy

CONTROL SHEET FOR Joint Mobile Device Policy

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## Joint Mobile Device Policy

### 1. Introduction

The use of mobile data enabled equipment has become an increasing part of many employees and Members jobs. The Joint Mobile Device Policy has been produced to provide guidance for the safe use of equipment, to provide regulation for the financial costs of devices and to ensure that employees and members are aware of their responsibilities when using the equipment.

It is applicable to all employees and members who use a mobile phone or tablet provided by the Authority.

### 2. Scope

This Policy applies to all employees and elected members of the Council who use mobile telecommunication equipment. This covers mobile phones, handheld “personal digital assistants” (PDA’s), smart phones, tablets and any similar devices. For the purpose of this policy, these will hereto be referred to as “mobile devices”.

A summary of the relevant points as they apply to all users is included below, although employees and members should always refer to the relevant appendix for more detailed policy information.

### 3. Principles

This policy must support and assist in the delivery of the corporate aims. For the Strategic Alliance these are:

- Unlocking our growth potential
- Providing our customers with excellent service
- Supporting Our Communities to be Healthier, Safer, Cleaner and Greener
- Transforming our organisation

### 4. Statement

#### 4.1. Equipment Request

- 4.1.1 Any request for a new mobile device must be made by the budget holder on behalf of the individual who requires the device.
- 4.1.2 Any request for a non standard device (see 4.2) must be accompanied by a business case that has been approved by the appropriate Joint Assistant Director and ICT Manager.
- 4.1.3 Elected Members will be offered a tablet device with 3G/4G data connectivity and a 2Gb a month data usage tariff.

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### **4.2. Device Options**

- 4.2.1 The standard smart phone device will be based on a 4.7" touch screen Android based smart phone with camera. At the time of writing this would be a Samsung J3. A list of current devices will be maintained on the [Joint ICT Intranet](#).
- 4.2.2 Larger form factor devices would ordinarily be supplied where mobile applications, other than email or calendar, are required.
- 4.2.3 Alternative smart phone operating systems would be considered if a required application is not available on the standard phone operating system at the time of the request.
- 4.2.4 Ruggedised devices would be considered where the environmental conditions may be unsuitable for the standard devices. Consideration of device cases and protection should be considered first.
- 4.2.5 Tablet device standards are currently based on Apple tablets.

### **4.3. Tariff**

- 4.3.1 **Talk and Text**  
Whilst the default device provided will be data capable, talk and text only tariffs will be available.
- 4.3.2 **Data tariff**  
The default tariff will be chosen based on requirements for email and calendar use only. If regular use of the internet is required this should be detailed in the request for a device.
- 4.3.3 **Large data tariffs**  
These are available where known sustained use of mobile applications or internet browsing is required. This should be detailed in the request for a device.

### **4.4. Responsibility for Equipment**

- 4.4.1 Each mobile device will have a named custodian (usually a single user, but in the case of team phones one person should be nominated as the custodian) who will be accountable for the physical asset (but not the calls made on a phone when shared).
- 4.4.2 In addition to the named custodian, the 'business owner', normally the budget owner will be recorded and will be responsible for notifying the Joint ICT Service Desk of any change of use or custodianship of the device and ensuring staff are aware of all relevant policies and guidance.
- 4.4.3 In the event of loss or theft of the equipment the custodian must ensure the following are notified at the earliest opportunity:

## Joint Mobile Device Policy

Mobile Contract provider – to disable the SIM card.

Joint ICT Service Desk – to attempt remote wipe of the data.

Data Protection Team – to understand the implications of any data lost with the device.

Contact details are available in .....

- 4.4.4 It is the users' responsibility for the backing up of any contacts on the mobile device in case the device is lost, stolen or damaged. It is advisable for the user to have all the contacts as "Outlook Contacts" so they can be easily synchronised to a replacement mobile device if this happens.
- 4.4.5 Mobiles should not be left visible in vehicles when unattended.
- 4.4.6 Mobile devices should be stored in drawers or cupboards overnight when left in the Office. It may be expected for staff to always take mobile devices home with them as part of the Council Business Continuity Planning.
- 4.4.7 Good care should be taken of devices and accessories minimise the risk of damage or loss.

### 4.5. Leaving or changes to status

- 4.5.1 When leaving the Authority's employment handsets should be returned to the Joint ICT Service Desk by the budget owner or line manager if not the same.
- 4.5.1 Any change of circumstances, such as change to budget codes due to internal moves, should be reported to the Joint ICT Service via [Self Service](#) or [email](#)

### 4.6. Loss or Theft of Mobiles Phones and Accessories

- 4.6.1 **Loss or theft should be reported immediately** (with the relevant crime reference number, where appropriate) immediately to allow the barring of the number and the cessation of service, remote data wipe and consideration of any data protections risks.
- 4.6.2 If losses occur outside of normal business hours users should endeavour to contact the current service provider. This is currently EE and their customer service number is xxxxxxxxxxx
- 4.6.3 In addition users should contact ICT Servicedesk (extn 3001) and a member of the Data Protection team, extensions 7688 and 7029 at NEDDC and 2280 at BDC. This will mean that immediate action can be taken to minimise the risk of data breaches and financial loss.
- 4.6.4 Requests for replacement equipment should be made as detailed in section 4.2.

**4.7. Recall of devices**

- 4.7.1 Mobile devices can be recalled with immediate effect at any time by the joint ICT service if there any concerns over misuse or if there is a suspected security issue.
- 4.7.2 Mobile devices may be recalled as part of planned maintenance or in relation to upgrades. The Joint ICT Service will provide 10 working days notice and return within 1 working day

**4.8. Personal use**

- 4.8.1 Staff may exercise the option to enter into an agreement with the Council for personal use of their mobile device. A nominal annual fee will be charged and all personal call, text and data charges must be paid for. An online usage tagging facility is available and all staff who exercise this option must tag calls on a monthly basis and make payments for any personal usage costs incurred. If you wish to take advantage of this facility please complete the form available in Appendix 1.
- 4.8.2 Where staff do not exercise the option for personal use any personal calls should be strictly limited for emergency use, either contacting emergency services or if work demands require personal arrangements to be changed. Personal use of web browsing should be limited to WIFI connections only and all corporate policies and guidance must be adhered to, refer to section 4.12.
- 4.8.3 Elected members should refer to the Members Charter for guidelines on personal use. Any additional costs due to personal use will require reimbursement to the Council.
- 4.8.4 Personal use of tablets should be limited to web browsing while connected to WiFi only. All corporate policies and guidance must be adhered to. Please also see section 4.12.

**4.9. Applications**

- 4.9.1 Under no circumstances may 'Apps' be downloaded onto the phone. These can pose serious security risks to Authority data and any users found to have downloaded any apps will be treated as a disciplinary offence. The Council may also be liable to financial costs for any licensing breach.

**4.10. Camera Phones**

- 4.10.1 Use of mobile devices with camera and video capabilities should be limited to business purposes only.
- 4.10.2 Please refer to the appropriate safeguarding policies prior to photographing or filming children or vulnerable adults.



## Joint Mobile Device Policy

### **4.11. Web Browsing**

- 4.11.1 Access to the internet is covered by the Information Security policy.
- 4.11.2 Whilst a degree of content filtering is be provided through our mobile contract provider this is not covered by our corporate content filtering policies whilst using 3G or 4G or WiFi internet connections outside of the Council network. The same guidelines on appropriate use of the Internet apply and extra care must be taken not to visit sites which would be deemed unsuitable.

### **4.12. Wireless and Bluetooth (and any other wireless technology)**

- 4.12.1 Smart phones, or any mobile device with any 'wireless' capability should not be connected to any unsecured WIFI networks. These are wireless networks where no access key is required.
- 4.12.2 Additional care should be taken when connecting to secured public networks such as coffee shops and should be limited to urgent business use only where a mobile data signal is not available.
- 4.12.3 Mobile devices may be connected to a user's home wireless network to allow phone updates and reduce data costs for receiving emails. See 4.13.1.
- 4.12.4 The phone may only transfer information via Bluetooth to other devices approved by ICT.
- 4.12.5 Any wireless options should be disabled when not in use. Having wireless controls, such as WIFI and Bluetooth, active all the time not only poses a security risk but also has an impact on battery life.
- 4.12.6 Please refer to the 'Driving at Work Policy', in relation to hands free Bluetooth operation.

### **4.13. Premium rate and International calling**

- 4.13.1 Calls to premium and international numbers are prohibited unless expressly agreed by the budget owner and service manager if different.

### **4.14. Use of mobile devices Abroad**

- 4.15.1 Staff use of mobile devices abroad needs to be authorised by budget owner and line manager and a request made to the Joint ICT Service to enable these features.
- 4.15.2 In addition, if the device is to be taken outside of the European Union, agreement is also required from the Data Protection Officer.
- 4.15.2 Unlike calls in the UK, all calls and data usage is chargeable when 'roaming' abroad, including Voice Mail. Outgoing calls are charged at a higher rate, and the user is also charged for *receiving* calls and texts abroad.

## Joint Mobile Device Policy

4.15.3 Smart phones and tablets can be used abroad but it is strongly recommended that the 'data roaming' feature is turned off. The cost of data abroad can be extremely expensive.

### **4.15. Device Security**

4.16.1 All mobile devices will be secured by a numerical pin number. This is to ensure data is secured and mitigate the risk of financial loss and misuse. Under no circumstances should this pin be divulged or any actions taken to disable.

### **4.16. Financial Responsibility**

4.17.1 The business costs of mobile device provision and usage will be met from Department Budgets and will be recharged on a monthly basis.

4.17.2 The costs of new handsets will also need to be funded from departmental budgets.

4.17.3 Major device refreshes as part of new contract arrangements will be funded centrally.

### **4.17. Safe Use of Equipment Whilst Driving and Hands Free**

4.19.1 Please refer to the "Joint Driving at Work Policy", available on both Intranet sites:

### **4.18. Health and Safety Issues**

4.20.1 The handsets supplied are warranted by the equipment manufacturers to comply fully with health and safety regulations.

### **4.19. Disposal**

4.21.1 Handsets and accessories, which are either damaged or deemed end of life will be disposed of in accordance with the [Waste Electrical and Electronic Equipment Directive](#) (WEEE Directive, 2002/96/EC). The joint ICT service will arrange disposal in accordance with these regulations.

## **5. Responsibility for Implementation**

### **5.1. Policy acknowledgment**

When accepting a new mobile device the recipient must formally acknowledge or agree to read the policy and agree to the contents therein.

### **5.2. The responsibilities and key actions of Line Managers are:**

- To confirm that the employee has read the policy and has agreed to the contents therein
- To monitor expenditure and challenge inconsistencies through the on line billing facilities and monthly budget outturns

## Joint Mobile Device Policy

- To take responsibility for equipment when the employee leaves service inform the ICT Service Desk
- To periodically review usage of the equipment to ensure that the Authority is receiving value for money
- To respond to ICT regarding the annual audit
- Ensure that employees who may have difficulty with understanding a written policy or do not have English as their first language, receive this information in a different format suitable for their needs

### **5.3. The responsibility of the Joint Assistant Director for Governance:**

- To ensure elected members have read this policy and agreed to the contents of therein

### **5.4. The responsibilities of Service Managers are:**

- To respond promptly to the annual mobile device audit that the Joint ICT Service are required to undertake
- To ensure staff undertake all appropriate training provided by the Council

### **5.5. The responsibilities of the Joint ICT Service are:**

- To manage the mobile device contract
- To ensure devices are configured for business use
- To ensure devices are signed in and out to individuals via a 'Device Transfer Form'
- To maintain an inventory of all devices
- To ensure annual audits are undertaken for the estate of devices
- To procure new devices and contracts
- To remove data from devices when returned to scrap or disposed of
- To dispose of equipment according to current regulations
- To maintain the Mobile Device Policy
- To provide on line guidance for use

### **5.6. The responsibilities of the Council Financial teams are:**

- To conduct the monthly billing and payment process and recharges to departments
- To monitor monthly out of tariff call and data charges and advise the Joint ICT Service

### **5.7. The responsibilities of the Council Payroll team are:**

To process annual deduction from salary for staff electing to make personal use of Council provided devices, see 4.8.

**6. Glossary of terms**

TERM	DESCRIPTION
3G/4G	The spectrum bandwidth upon which calls and data are carried over. 4G is the faster of the two but has less coverage.
App	An application that is downloaded from a market place on the phone – almost equivalent to software on a PC. May include applications or games.
Bluetooth	A wireless technology used to transfer information from one device to another
Data	A contract add on which allows users to retrieve emails on the mobile phone
Market Place	An application built into the phone which allows the download of apps to the phone
MMS	Multimedia Messaging Service. A form of messaging to send pictures and other multimedia to other phones.
MDM	Mobile Device Management. A centralised system for remotely administering mobile devices.
Mobile Equipment	Mobile phones, PDAs, Smart phones and any other equipment that allows electronic communication of data and voice
MVPN	A link between Orange's network and the Bolsover network to allow the use of mobile working for responsive repairs.
PAYG	Pay as you go phone ( <i>aka</i> pay as you talk)
PDA	Personal digital assistant, an electronic device which can include some of the functionality of a computer, a mobile phone and a camera
PUK	Personal Unlocking Key. This locks the SIM card if the SIM pin is entered incorrectly 3 times.
Roaming	Term used when a mobile is connected to a different network other than its home network. Commonly happens whilst aboard.
RoSPA	Royal society for the prevention of accidents
SIM	Subscriber identity module – a chip in the phone that stores the phone number
Smartphone	A mobile with advanced capabilities that allow the user to receive work emails. The use of a smartphone requires a data package.
SMS	Short message service - a form of text messaging on mobile phones
Wireless / WIFI	A wireless technology which allows the mobile device to connect to an internet connection

**7. Appendix 1 – Personal Usage declaration**

For ICT users this would be completed via the Firmstep on-line forms process, for non ICT users (talk and text and data only users) this would be via the forms below.

**BOLSOVER AND NORTH EAST DERBYSHIRE DISTRICT COUNCILS**

**AUTHORITY MOBILE PHONES**

**PRIVATE USAGE DISCLAIMER**

I wish to advise that I will not be using the mobile phone issued to me by the Authority for private purposes. I will not, therefore, be tagging the monthly electronic account.

I will notify the Finance service in writing if circumstances change.

Signature.....

Print Name.....

Service/Section.....

Mobile Number.....

Date.....

*NB Please Note that it is a disciplinary offence to use an Authority issued mobile phone for private calls, if the Authority is not reimbursed for the cost of these calls.*

**8. Appendix 2 - Request for Mobile Device**

For ICT users this would be completed via the Firmstep on-line forms process, for non ICT users (talk and text and data only users) this would be via the forms below.

## REQUEST FOR A COUNCIL PROVIDED MOBILE DEVICE

Please state the device requested from the following options:

Standard talk and text phone (4.7") [      ]

Standard data enabled phone (4.7") [      ] (email/calendar/internet)

Tablet (10"):

WiFi only [      ]

3G/4G [      ]

Other [      ]

Please describe below the justification for this requirement:

[  
  
  
  
  
  
  
  
  
  
]

**Authorisations and consents:**

**Budget owner:**

Cost Code [      ]

Signed [      ]

Date [      ]

**Service Manager/Joint Assistant Director/Joint Executive Director:**

Signed [      ]

Date [      ]

**Requestee:**

- I confirm I have read and understood the Councils Mobile Phone Policy [Yes/No] (please delete as appropriate)
- I wish to take advantage of the option of using the device for personal calls, texts or internet browsing and consent to a £5 deduction from salary annually. [Yes/No] (please delete as appropriate)
- If answered 'No' to the above question please complete the Private Usage Disclaimer form.

Signed [      ]

Date [      ]