

Town of Truro – Policy & Procedure Manual

Subject:	Mobile Device Policy
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Departments:	All Departments

This policy is intended to provide guidelines for the assignment and proper use of mobile devices. The general intent of this policy is to ensure that the costs associated with the use of mobile devices is managed appropriately, and that all stakeholders maintain efforts to control ongoing operating costs.

DEFINITIONS:

User: Any employee, member of Town Council, volunteer or committee member, or anyone assigned a mobile device on a permanent or temporary basis, consuming voice and/or data services provided through a Town of Truro wireless contract.

Official Business Use: Town business, which relates to the official Town duties of the User.

Personal Use: Any Mobile Device use that does not relate to the official Town duties of the User.

Cell Phone: A portable wireless phone which uses a local service provider contracted by the Town of Truro.

Smart Phone: A device that, in addition to providing access to cell phone service, provides the User with access to Town of Truro corporate email and calendaring system. The Blackberry is currently the only supported Smart Phone for the Town of Truro.

Wireless Internet Device: A device often referred to as an “Air Card” or “Internet Stick”, which is intended to interface a personal computer or laptop to the internet through a wireless service provider’s cell network.

Mobile Device: Generalization for any of the three device types listed above.

Tether: Use of a cell or smart phone as a modem to provide internet access to another device, such as a laptop computer.

POLICY

The Town of Truro supports the use of mobile devices for Users when there is a compelling business interest. Mobile devices can enhance the operational effectiveness and efficiency of staff while away from the office as a means of placing and receiving telephone calls, accessing corporate electronic mail and calendaring services, and in some cases providing mobile access to corporate computer applications.

While the value of mobile devices is recognized, they are costly to operate and expenditures need to be controlled. Authorization to purchase and use mobile devices is limited to circumstances where substantial use of the device will be for Town of Truro purposes, and they are the most appropriate, practical and cost effective solution to meet the User's needs.

No element of this policy shall limit a department from applying mobile devices to new or changing business needs. New applications for mobile devices should be discussed with the Information Technology (IT) Manager, to assess the impact from a technology and contractual perspective.

ELIGIBILITY

Provision of a mobile device is not considered an entitlement or granted as a perk. Mobile devices shall be issued only to those employees with a demonstrated need for their use. Senior Staff will justify mobile devices to the Chief Administrative Officer or Director of Finance before approval is given. Senior Staff will justify to the Chief Administrative Officer or Director of Finance, the need for any staff to take their mobile device home after hours.

Mobile devices are an important compliment to the existing land phone lines and radio equipment being used, more effectively providing immediate communications, resulting in better efficiency on the job, and a better service to taxpayers and citizens. In approving use of a mobile device, consideration should be given to the User's total communications environment and whether the mobile device is warranted.

The following criteria, as well as any criteria defined by a particular department, should be considered when approving a mobile device request:

1. User frequently works out of the office as part of their regular duties.
2. User is required to be "on call"
3. User requires immediate access to email, calendar and/or data services to respond to emergency incidents or facilitate work assignments and scheduling.
4. In the case of Smart Phones and Wireless Internet Devices, the decision is influenced by reducing risk or increasing service/productivity that helps to offset the increased cost of the service.
5. The concept of redundancy for business processes is encouraged, especially where public safety is involved.
6. User is a member of a Town Department providing 24/7 service to the public
7. Members of the Town Emergency Measures Committee or Regional Emergency Measures Committee may be provided with a mobile device, as necessary.

Mobile Devices

Cell phones are less costly to operate than Smart Phones, and therefore should be the preferred device to meet the department's requirements. Due to the integrated nature of mobile devices with Town of Truro corporate systems, hardware specifications for mobile devices will be established by the Town of Truro IT Department to ensure compatibility and security standards are met.

GENERAL USAGE GUIDELINES

Wireless Voice Services

The Town of Truro mobility contract has been constructed to provide Town of Truro preferred rates through the pooling or sharing of cellular minutes and data packets amongst all Town of Truro mobile devices. The plan is not an unlimited plan. Users who consume less minutes serve to offset those who have higher usage requirements. All minutes are counted, and all Users should limit the amount of time spent on cell phones by placing or receiving calls on land lines where possible and practical

Text Messaging

The provision of text messaging services comes at a cost to the Town of Truro. Incoming text messages sent by other mobile users are received at no cost, and can be received regardless of the ability to send text messages, there are costs associated with exceeding Town of Truro overall outgoing text message limits. All Users using text messaging are requested to limit outgoing text messages to 100 per month or less.

Use Outside Canada

Complying with the legislative requirements of the Personal Information International Disclosure Protection Act (PIIPDA), as well as the cost of international roaming charges, dictate that Users will not be authorized to travel outside of Canada with their Town of Truro mobile device.

Alternatives are:

- A basic laptop computer accessing a free hotel internet connection can be used for email or internet connection. The laptop will be verified to be free of any data containing personal information, and provided by the Town of Truro IT Department.

RESPONSIBILITIES

Mobile Device User:

Users have the responsibility to use all Town equipment, or Town leased equipment, with prudence and reasonable care. Town of Truro will replace devices damaged in the course of conducting Town business. All other loss or damage, including water damage, is the responsibility of the User of the device and replacement costs will be recovered from the User. Users may be requested to review the invoices for the cell phone assigned to them and be prepared to verify the calls listed on the invoice. Use of cell phones shall be for official business use.

In recognition of the need for most Users to take care of occasional personal matters, limited personal use of Cell Phones and Smart Phones is permitted, provided it does not interfere with Town of Truro business or incur additional costs to the Town. Users should be aware that there is no expectation of privacy of such personal use, and that detailed phone records exist for all calls, texts and emails placed to and from Town of Truro mobile devices. In the event that personal use incurs additional expense to the Town of Truro, Users will be expected to reimburse the Town for such usage. Due to the high cost and potential for large data volumes, personal use of Wireless Internet Devices is not permitted.

Sr Staff:

Sr Staff shall be provided with copies of monthly bills to be reviewed to insure that cell phones are used appropriately and the Town is being reimbursed for any use that cannot be identified as official business use, that results in additional expense to the Town. Any extra charges on the monthly billing that are for business use shall be signed off as such by the user. Any misuse of cell phones assigned to their department should be addressed immediately upon discovery. The contract provides for some mobile device upgrades after eighteen months. There will be a charge to upgrade some phones. Other than that, only the Chief Administrative Officer or Director of Finance can approve the purchase, exchange or upgrade of mobile devices. Cost of repair or replacement of damaged mobile devices is the responsibility of each department, with the Director of Finance and IT Manager to be notified. Loaner devices may be available.

Users who use a Town issued mobile device agree to the following rules of use:

- (1) Users shall reimburse the Town for any costs associated with personal use, that results in additional charges to the Town. Personal use must be clearly incidental to official business use. Reimbursements shall be made within 30 days of notice by the department. This includes, but is not limited to, long distance, text and picture messaging, data use, directory assistance.
- (2) Fulltime employees who use a Town issued cell phone may take advantage of free evenings (6:00pm to 8:00am) and weekends for personal use, by paying \$10.00 monthly, by payroll deduction.
Employee initials for evenings/weekend personal use option. ____

- (3) All incoming text messages and the first 100 outgoing text messages, monthly, are free. Users have the option of paying \$5.00 monthly, by payroll deduction, for unlimited outgoing text messages.
Employee initials for unlimited outgoing text messaging option. _____
- (4) Unless specified otherwise, the first 100 minutes of long distance within Canada monthly for each line is free.
- (5) Although many cell phones have the capability of being connected or “tethered” to a computer to serve as a modem to provide internet access, such usage is in violation of our mobility contract and is prohibited under this policy. The cost of doing this can be substantial and will be the responsibility of the User to pay all associated charges.
- (6) Users shall promptly notify their Department Head and the IT Department if any Town mobile device is damaged or stolen. If a Town issued mobile device is stolen, the User responsible for the device shall also file a police report.
- (7) Users shall exercise extreme caution when driving and talking on a cell phone. Unless utilizing a speakerphone or handsfree option, users shall stop their vehicle as soon as safely possible, before using cell phones. Users shall comply with Section 100D of the Motor Vehicle Act: *“It is an offence for a person to use a hand-held cellular telephone or engage in text messaging on any communications device while operating a vehicle on a highway”*. Users in violation of that section shall be held personally responsible for any charges or damage that may occur.
- (8) When a user no longer has a demonstrated need for the mobile device, or when employment with the Town is terminated, that user shall return any mobile device and accessories to the Director of Finance.
- (9) Any employee who demonstrates a large amount of personal use may be subject to an audit for the previous 12 month period. Excessive personal use and/or personal use costs that are not reimbursed by the employee, may be considered fraud and will result in appropriate corrective action.
- (10) Repeated non-compliance with this policy shall result in progressive discipline and will result in loss of cell phone.

Freedom of Information and Protection Of Privacy (FOIPOP)

Employees are advised that records related to calls and texts made on Municipal owned cell phones are municipal information. As such, information related to telephone numbers, length of call, time and date of call or text, as well as any downloadable data recorded on the mobile device, such as digital images (pictures), text messages or phone book entries, are subject to, and may be obtained under the provisions of FOIPOP legislation. Employees are advised, and should be aware of the fact that cell phone calls are not secure and can be monitored. It is a crime for a third party to intentionally monitor cell phone conversations without the consent of one of the parties to the conversation. A party to the conversation can legally monitor or record the conversation. Although it is technically difficult, inadvertent monitoring of private cell phone conversations is possible. **Caution should be used whenever confidential or sensitive information must be discussed.**

I have read the above Policy regarding cell phones and hereby agree to adhere to these guidelines.

Employee Name

Cell phone number

Employee signature

Date

Sr Staff signature

Date