



MOBILE IT DEVICE USAGE POLICY

POLICY NUMBER: OP-IT-02

PURPOSE

This policy document sets the guidelines for the proper usage of City owned and issued mobile IT devices to:

- ensure the use of mobile IT devices is consistent with the City's business operations and organisational objectives; and
- provide consistent and fair guidelines for addressing improper use of mobile IT devices.

This mobile IT device usage policy is to be read and interpreted in accordance with the City's Use of Information Technology policy.

SCOPE

This policy applies to all City officers and elected members who are issued mobile IT devices and all City officers responsible for the management of those devices or officers.

DEFINITIONS

City means the City of Kalgoorlie-Boulder.

Elected Member means a Councillor and includes the Mayor.

Mobile IT Device means any portable computing or communications device that supports wireless network connectivity and/or hosts voice and/or data applications and includes a mobile phone, tablet, laptop, satellite phone, portable wireless devices and photography equipment.

POLICY STATEMENT

The City is committed to ensuring a consistent policy-based approach is applied in respect of all Mobile IT Devices issued to City employees and Elected Members.

POLICY DETAILS



1. Management guidelines

The City will develop and implement management guidelines for the consistent, fair and transparent issue of Mobile IT Devices to Elected Members and City officers.

2. Conditions of use for Mobile IT Devices

- a. Mobile IT Devices will be issued on a case-by-case basis to employees whose position and responsibilities are considered and approved to require access to a Mobile IT Device.
- b. At all times the City issued Mobile IT Devices shall remain the City's property.
- c. The City reserves the right to require the return of a Mobile IT Device at any time for any reason. If the return of a Mobile IT Device is requested, it must be returned within 24 hours of the request being made.
- d. Employees issued with a mobile IT device are expected to understand the conditions of use, exercise the same care, security, and careful use of the mobile IT device as if it were their own property.
- e. Mobile IT Devices must not be left unattended in motor vehicles at any time.
- f. Mobile IT Devices must never be checked-in as baggage on an aircraft and must always be taken on board as hand luggage.
- g. Malfunctions or any other technical problems with Mobile IT Devices should be reported immediately by the user to the City's IT Service Desk so that an approved technician can rectify the problem as quickly as possible.
- h. Under no circumstances is the user of a mobile IT device to organise repairs to a mobile IT device directly with the manufacturer. All problems are to be reported to IT Service Desk.
- i. Lending a Mobile IT Device to any third party is strictly prohibited. Third parties including children and partners are not permitted to use Mobile IT Devices.
- j. Staff are not permitted to add their personal email or other accounts to a mobile IT device
- k. Careless and negligent loss, damage or misuse of a Mobile IT Device, or any other associated peripheral may result in the City taking cost recovery and/or disciplinary action.

3. Software Apps

- a. Specific Mobile IT Device software applications (Apps) will be installed prior to provisioning as part of the City standard operating environment to ensure appropriate business functionality levels and a consistent Mobile IT Device fleet capability.
- b. Some configuration and security restrictions will be in place to facilitate Mobile IT Device fleet management, ensure City network and systems integrity and protect the end user. These settings will be in accordance with industry good practice, policies and procedures.
- c. Apps will be updated and refreshed from time-to-time to ensure the most appropriate Apps are installed, up to date and running properly to meet the business functionality requirements.



- d. City employees shall only use software and Apps that have been approved by the information systems department and that has been legally obtained and installed by the City.
- e. City employees and Elected Members shall not install Apps on to any Mobile IT Device other than a mobile phone.
- f. City mobile phones are semi-managed and as such City mobile phone users may install Apps for personal use onto their mobile phone using their own Apple ID, maintaining adherence to the conditions of use of information technology facilities.
- g. Recommendations for new Apps to be installed that may improve efficiencies and productivity for all Mobile IT Device users should be emailed to information technology services for assessment in accordance with business requirements.

4. Records Management Procedures

- a. All emails sent from a Mobile IT Device are subject to the same records keeping requirements as hard copy documents.
- b. Users are to ensure that emails are managed according to the City's Records Keeping Plan, State Records Office guidelines and in accordance with internal records procedures.
- c. Electronic documents and emails are subject to Freedom of Information legislation and electronic discovery.

5. Personal mobile phones used for City business

Eligible staff members who opt to use their own personal mobile phone for work related purposes may be eligible for reimbursement in accordance with the City's management guidelines.

6. Mobile IT Device user agreement

All Elected Members and staff members who receive a Mobile IT Device must sign and return to the IT Department a Mobile IT Device User Agreement for that Mobile IT Device before being entitled to retain that.

COMPLIANCE REQUIREMENTS

RELEVANT DOCUMENTS

Operational Policy OP-IT-01 "Use of Information Technology"
City of Kalgoorlie-Boulder Code of Conduct
Mobile IT Device Usage Agreement



DOCUMENT CONTROL		
Responsible department	IT	
Date adopted by Council	28 August 2023	
Date of last review	July 2023	
Date of next review	July 2025	