



# MOBILE IT DEVICE USAGE POLICY

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## 1. OBJECTIVE

This policy document sets the guidelines for the proper usage of City of Kalgoorlie-Boulder owned and issued mobile IT devices.

This document is an addendum (rider) to the City of Kalgoorlie-Boulder “Use of Information Technology” document, referenced by Operational Policy OP-IT-01 “Use of Information Technology”.

This mobile IT device usage policy is to be read and interpreted in accordance with its governing parent document as stated above.

This document sets out the City’s position on the proper use of its mobile IT devices. The principles underpinning the proper use of mobile IT devices are:

- The use of mobile IT devices is to be consistent with City business operations and the organizational objectives.
- Improper use of the City’s IT facilities (which includes mobile IT devices) will be addressed in accordance with Operational Policy OP-IT-01.

## 2. PRINCIPLES

The purpose of this policy is to provide clear guidance on the issuing and use of City owned mobile IT devices.

1. To ensure that Employees understand their obligations in accepting and using City of Kalgoorlie-Boulder provided mobile IT devices.
2. To ensure a consistent policy-based approach for City owned mobile IT devices is applicable across the organisation.
3. To state that City of Kalgoorlie-Boulder employees are accountable for their use of City owned mobile IT devices.
4. To confirm that use of mobile IT devices must be in accordance with this mobile IT device usage policy and Use of Information Technology Policy OP-IT-01.

### 2.1 Conditions of Use for mobile IT devices

- a) Mobile IT devices include any portable computing or communications device that supports wireless network connectivity and/or hosts voice and/or data applications.

- b) Mobile IT devices will be issued on a case-by-case basis to select employees whose position and responsibilities are considered and approved to require access to a mobile IT device.
- c) At all times the City issued mobile IT device shall remain the property of the City of Kalgoorlie-Boulder and is subject to this mobile IT device usage policy, Use of Information Technology Policy OP-IT-01 and the City of Kalgoorlie-Boulder Code of Conduct.
- d) The organisation 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.
- e) 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.
- f) Mobile IT devices must not be left unattended in motor vehicles at any time.
- g) Mobile IT devices must never be checked-in as baggage on an aircraft and must always be taken on board as hand luggage.
- h) Malfunctions or any other technical problems with mobile IT devices should be reported immediately by the user to the City of Kalgoorlie-Boulder Service Desk so that steps can be taken to have the problem rectified by an approved technician as quickly as possible.
- i) 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 Information Technology Service Desk.
- j) Lending a mobile IT device to any third party is strictly prohibited.
- k) Careless and negligent loss, damage or misuse of a mobile IT device, or any other associated peripheral will result in the City of Kalgoorlie-Boulder taking cost recovery and/or disciplinary action.
- l) 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.
- m) Some configuration and security restrictions will be in place to facilitate mobile IT device fleet management, ensure City of Kalgoorlie-Boulder network and systems integrity and protect the end user. These settings will be in accordance with industry good practice, policies and procedures.
- n) 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.

## **2.2 Records Management Procedures**

All emails sent from a mobile IT device are subject to the same records keeping requirements as hard copy documents. 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. Emails that constitute a record are to be registered into the City's electronic records management system.

## **2.3 Legal Obligations**

Mobile IT device users should be aware that electronic mail from the City of Kalgoorlie-Boulder is analogous to a letter printed on a City letterhead and therefore is subject to the same legal, and records management obligations as letters sent by conventional mail.

In particular, users should be aware that electronic documents and emails are subject to Freedom of Information legislation and electronic discovery.

## 2.4 Software Licensing

City of Kalgoorlie-Boulder Employees shall only use software that has been approved by the Information Systems Department that has been legally obtained and installed by the City of Kalgoorlie-Boulder. City of Kalgoorlie-Boulder users shall not install Apps on to any mobile IT device other than a mobile phone.

City of Kalgoorlie-Boulder mobile phones are semi-managed and as such City of Kalgoorlie-Boulder 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.

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.

## 2.5 Acceptable Personal Use of mobile IT devices

Staff are not permitted to add their personal email accounts to a mobile IT device

# 3. CONSEQUENCES

This policy represents the formal policy and expected standards of the City of Kalgoorlie-Boulder. Appropriate approvals need to be obtained prior to any deviation from the policy. Employees are reminded of their obligations under the Council's Code of Conduct to give full effect to the lawful policies, decisions and practices of the City.

# 4. ROLES AND RESPONSIBILITIES

**Managers** are required to:

- Respond to breaches and non-compliance.
- Approve those employees who may subject to the operational requirement be permitted to use mobile IT devices for their ordinary work.

**Employees** are:

- Responsible for the proper use of the City's mobile IT devices and are expected to familiarize themselves with the responsibilities associated with these IT facilities.
- Required to ensure that mobile IT devices under their control are protected from theft, damage, loss, unauthorised access and any other form of abuse or improper use.

# 5. MOBILE PHONE APPROVAL AND ISSUING PROCESS

Any request for a staff member to have a City mobile phone allocated to them, is to be approved by the relevant Manager. If approved, the Employee and Manager must complete the Mobile Phone Agreement form (Attachment 1) and forward to their Executive for recommendation.

If approved by all above mentioned parties, the Agreement form is then forwarded to the People and Culture department for processing. Depending on the option the Employee and Manager agree to utilise (i.e. City owned phone or personal phone), HR will either:

- Provide a copy of the Agreement to ICT for the arrangement of a City mobile and relevant accessories, record the mobile phone number on the organisation phone listing and file the original Agreement on the Employees personnel file; or
- Record the personal mobile phone number on the City's organisation phone listing and forward the original Agreement to Payroll for reimbursement of the agreed allowance. Payroll will process and then file the Agreement on the Employee's personnel file.

## 6. PERSONAL MOBILE PHONES USED FOR CITY BUSINESS

Eligible staff members who opt to use their own personal mobile phone for work related purposes will be reimbursed as below at instruction from appropriate Manager.

Those employees who are deemed to need access to voice and data services shall be reimbursed at \$40.00 per month by the City through their pay.

Those employees who are deemed to only need access to voice services only shall be reimbursed at \$20.00 per month. However, the following conditions must be adhered to in relation to personal phones used for City:

- Telstra is the preferred supplier unless it can be demonstrated that another supplier has the required coverage/reliability;
- The mobile phone plan must be at a level to allow sufficient usage;
- The mobile phone selected must be of a type to ensure access to relevant functions;
- Usage exceeding the agreed call and data quantities will be the responsibility of the staff member;
- Maintenance and replacement of phones will be the responsibility of the staff member.
- The staff member must provide a copy of the relevant bill to prove ownership of the number and validate the sufficient level of coverage.

## 7. REFERENCES TO RELATED DOCUMENTS

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

Policy Number:	IT-02
Previous Policy Number:	N/A
Resolution Numbers:	
Last Review:	September 2021
Next Review:	September 2023
Responsible Officer:	Manager Information Communication Technology

*This Policy takes effect from the date of adoption by Council and shall remain valid until it is amended or deleted.*

## MOBILE PHONE AGREEMENT

<b>Employee name:</b>		<b>Employee number:</b>	
<b>Position title:</b>		<b>Position number:</b>	
<b>Mobile requesting:</b>	<input type="checkbox"/> City mobile	<input type="checkbox"/> Personal mobile	
If using personal mobile, please advise phone number:			

<b>Employee Declaration:</b>	
	I have read the content of <i>Mobile Phone Procedure IT02</i> and agree and accept my obligations and requirements contained therein.
	I am utilising my personal mobile phone and agree to be reimbursed \$40.00 per month to access voice mail and data services.
	I am utilising my personal mobile phone and agree to be reimbursed \$20.00 per month to access voice mail only.
	I have provided a copy of my Phone bill with this application.
<b>Employee's signature:</b>	
<b>Date:</b>	

<b>To indicate your recommendation, please <u>tick</u> the relevant box and sign below</b>			
	<b>Recommended</b>	<b>Name:</b>	<b>Position title:</b> Manager
	<b>Not Recommended</b>	<b>Signature:</b>	<b>Date:</b>
Please provide reason/s if not recommended:			

	<b>Recommended</b>	<b>Name:</b>	<b>Position title:</b>
	<b>Not Recommended</b>	<b>Signature:</b>	<b>Date:</b>
Please provide reason/s if not recommended:			

	<b>Recommended</b>	<b>Name:</b>	<b>Position title:</b>
	<b>Not Recommended</b>	<b>Signature:</b>	

**People and Culture To Complete:**

**P&C Representative Name:** \_\_\_\_\_ **Date actioned:** \_\_\_\_\_

Entered in ECM    
  Copy sent to ICT    
  Number Recorded    
  Original to Payroll Office (if applicable)