

EAST RENFREWSHIRE COUNCILCABINET25 January 2018Report by Deputy Chief ExecutiveMOBILE DEVICE POLICY**PURPOSE OF REPORT**

1. This report introduces the revised Mobile Device Policy for the Council which has been reviewed and modernised to reflect the changing use and reliance on mobile devices across the Council, including elected members.
2. The revised policy has been through a robust review cycle including internal audit and accountancy. The corporate elements of the policy have been approved by the Corporate Management Team.

RECOMMENDATIONS

3. It is recommended that the Cabinet:
 - (a) Consider the revised Mobile Device Policy relevant to elected members as attached in Annex 1;
 - (b) Agree to adopt the responsibilities and controls defined within the policy for elected members; and
 - (c) Approve the policy for publication.

BACKGROUND

4. The Council's existing Mobile Device Policy was written, approved and published in 2011. It was a key element in the drive towards new ways of working and ensuring Council staff and elected members were able to safely and properly use mobile devices.
5. Since being approved, mobile device technology has changed significantly with the vast array of phones, smartphones, tablets and laptops now being mainstream and in many cases more prevalent than more traditional desktop equipment.
6. Through the PSE and MAP transformation programmes the reliance on mobile devices has greatly increased, to the extent that they are now critical to business operations. In view of this it is now considered appropriate to review the policy and to do so more regularly going forward.

REPORT

7. The Mobile Device Policy has been reviewed against current best practice and a number of changes, additions and removals have been made. This included seeking a policy review from Gartner, an external industry advisory organisation.

8. A key focus of the revision was on ensuring that it was clear to all users of mobile devices what their responsibilities were. This resulted in explicitly defined elected member responsibilities and the resultant responsibilities of ICT, as the provisioning and support service for mobile devices.

9. It was also identified that current best practice on organisational policies prescribes that any procedures associated with mobile phone use should not, where possible, be defined within policy but rather as part of separate guidance. As a result a number of procedural elements were removed from the policy, and a separate procedure specifically around any staff or elected member reimbursements has been created.

10. Feedback received by ICT indicated that the scope of the policy was not clear, both in terms of to whom the policy applies, and to what the policy applies. As a result, a common definition and description of the devices which are within scope of this policy have been provided.

11. During 2017, the Council entered in to a new mobile service contract with Vodafone. This was part of standard contract management and was procured through a new national single supplier procurement framework for mobile services and delivered savings of £181,000. This has introduced a more beneficial contract with significant 'bundled' minutes and data per connection. The policy has been updated to reflect this and reduce the burden and restriction around employing Council devices for personal use.

12. Although restrictions have been reduced on personal use, improved definition of this has been added to avoid uncertainty and to ensure that where excessive use (outside of bundled data and minutes) or calls to premium rate numbers occur, there is a route to reimbursement for the Council.

13. The policy now explicitly states that Council provided devices are not permitted to be used for the undertaking of any private or non-Council business activities.

14. Further feedback received indicated a lack of clarity in the Council on the policy position for the practice of 'number porting'. This is where a member of staff or elected member may request to port their personal number to a Council contract, thereby reducing the need to carry two devices. The policy has been updated to reflect that this practice is not supported by the Council.

FUTURE PLANNED CHANGES

15. It is envisaged that several on-going change projects will require to be reflected in this policy in the next 12 months. Following a Strategic Telephony review, the role of mobile devices may change, and the policy will be revised to reflect this. Additionally, as we look to implement elements of Bring Your Own Device (BYOD) for the employees and elected members the policy will be revised to reflect this.

CONCLUSIONS

16. The mobile device policy has been updated to reflect changes in device technology and increased council reliance on these devices.

17. The policy will now enter a regular review cycle to maintain the policy's currency and relevance to the Council.

18. Clarity has been provided on a number of policy positions whilst reducing the restrictions on devices and personal use.

RECOMMENDATIONS

19. It is recommended that the Cabinet:

- (a) Consider the revised Mobile Device Policy relevant to elected members as attached in Annex 1;
- (b) Agree to adopt the responsibilities and controls defined within the policy for elected members; and
- (c) Approve the policy for publication.

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25 January 2018

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East Renfrewshire Council

Mobile Device Policy

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1. INTRODUCTION

It is widely recognised that mobile devices are powerful and valuable tools that can provide greater flexibility and opportunities to extend agile working.

The purpose of this policy is to define accepted practices and responsibilities for the use of mobile devices owned and managed by East Renfrewshire Council in the conduct of Council business, to safeguard employees, to protect Council assets and to ensure compliance with appropriate legislation. This policy also outlines guidelines for the appropriate use of mobile devices and indicates acceptable and unacceptable behaviour in relation to their use.

This policy defines user eligibility and commitment requirements, provides guidance for the secure use of end-user mobile devices (including mobile phones, smart phones, tablets and laptops) and the data contained on those devices.

2. SCOPE

This policy applies to all employees (permanent and temporary) and elected members who access or use East Renfrewshire Council's mobile devices. For definitions of mobile devices, please refer to Appendix 1. A list of supported mobile devices can be found on the Intranet.

3. ROLES AND RESPONSIBILITIES

When using any mobile device, it is important to recognise the responsibilities associated with it and they can be summarised as follows:

3.1. ELECTED MEMBER RESPONSIBILITIES

- Elected Members must ensure that they comply with all sections in this policy
- Elected Members must agree to take shared responsibility for the security of their mobile devices and the information they contain.
- Mobile devices are issued for Council business purposes and remain the property of East Renfrewshire Council and should be used in a manner consistent with the execution of the Elected Member's responsibilities.
- Elected Members must support efforts to manage device operation costs by ensuring that call minutes, text messages and data usage do not exceed usage plan limits.
- Mobile devices may be used for some personal calls due to the bundles available. They are not permitted to be used for any non-Council business activities.
- Elected Members should avoid excessive personal usage. Personal use that exceeds the bundled minutes and texts, and/or calls to Premium Rate numbers must be declared to the Council as appropriate through the associated procedure.
- When the mobile device is allocated, the Elected Member assumes responsibility for the physical security of the equipment and information contained within and must take all reasonable steps to ensure the safety of the device. In the event of loss, it is Elected Member's responsibility to inform ICT immediately and await further instruction.

- Elected Members must take proper care of their mobile device(s). These devices are more fragile than desktop computers and require special care.
- Elected Members are not permitted to download any applications onto their devices at any time.
- Elected Members must ensure that their unique password is kept secret at all times.
- Elected Members must surrender their mobile devices to ICT in the event that they cease to be an Elected Member of the Council.
- At the request of ICT, Elected Members must deliver their mobile device to the ICT Service Desk for audit purposes if requested to do so.

3.2. ICT RESPONSIBILITIES

- Provision of mobile devices including underpinning infrastructure and mobile device management (MDM) environment.
- Provision of all software on the device and managing requests for any new software as required for business purposes.
- Retaining full rights to modify or remove any application or data on the device.
- Publishing IT standards that document the type of ERC owned mobile devices approved for use/connection to ERC IT resources, including specific requirements governing the equipment's configuration/controls and connection/operational changes.
- Making employees and elected members aware of any changes to technologies or policies that will impact daily use of mobile devices.
- Ensuring that applications are available and optimised for devices where appropriate.
- Withdrawal of any mobile device that the Council no longer believes is essential to its business operations.
- To maintain a full inventory of all mobile devices in use across the Council at all times
- To provide training and access to training materials as appropriate.
- Ensure timeous provision of device usage reports to departmental management.
- The Council does not permit the porting of personal mobile numbers to Council mobile contracts.
- ICT will inform Internal Audit of a reported loss following the initial report.

4. ELECTED MEMBER ELIGIBILITY

Eligibility Criteria

Mobile devices will be issued by ICT on commencement of post of Elected Member.

5. MOBILE DEVICE SUPPORT

Scope of ICT Support

ICT manage all mobile devices and are on hand to assist with any queries that you may have. To access such support, you should contact the ICT Service Desk.

Fault Reporting

If you are experiencing any difficulties with your mobile device in terms of functionality and/or connectivity issues, please contact the ICT Service Desk for assistance.

Download Apps Request

If you wish to have an App downloaded to your mobile device, please contact the ICT Service Desk for assistance and/or complete the Download Request Form available on the intranet.

Loss or Theft of Devices

If the mobile device is stolen or lost, the employee or elected member must **immediately** report the loss to the ICT Service Desk and their departmental manager (if employee). This action will ensure that recovery procedures can be activated as soon as is practical.

Replacements, Lost or Broken Devices

If a device is lost, stolen or broken, a replacement device will be supplied and the Department will be charged accordingly.

6. BILLING

Billing will be managed centrally by ICT and charged accordingly. However, employee line management will be expected to monitor usage and address any concerns as appropriate.

7. HEALTH AND SAFETY

Employees and elected members should comply with the following safety guidelines when using mobile devices while in their vehicles:

- Employees and elected members must comply with all country and local regulations guiding the use of mobile devices, including those regarding automobile safety
- It is not permitted to use your council issued mobile device in any way when driving

8. PHYSICAL SECURITY OF MOBILE DEVICES

Employees and elected members should comply with the following security guidelines:

- Mobile devices must not be left in plain view in an unattended vehicle, even for a short period of time
- Mobile devices must not be left in a vehicle overnight
- Mobile devices must be positioned so that they (and the information contained within them) are not visible from outside a ground-floor window
- A mobile device displaying sensitive information being used in a public place (e.g. train, aircraft or coffee shop) must be positioned so that the screen cannot be viewed by others, thus protecting ERC information. A tinted/polarised screen guard may be used to decrease the viewing angles of any mobile device.
- When leaving a mobile device unattended for any extended period (e.g. on lunch breaks or overnight), users must physically secure it in a locked environment outside of plain view
- In vulnerable situations (e.g. public areas such as airport lounges, hotels and conference centres), the mobile device must not be left unattended under any circumstance
- Mobile device should be carried as hand luggage when traveling and never checked as baggage or luggage to be stored anywhere, thus prohibiting immediate access or visual contact with the device

9. PRIVACY

Employees and elected members should understand that their use of or access to data provided by or through East Renfrewshire Council may be monitored at any time. Employees and elected members must assume that any personal data put on an organisation-owned device may also be monitored by the organisation.

10. BREACHES OF POLICY

Any breach of this policy will be fully investigated and may result in disciplinary action.

APPENDIX A

Definitions of Mobile Devices

Device Type	Description
Mobile Phone	Defined as a portable telephone that can make and receive calls (and text messages) over a radio frequency carrier while it's user is moving within a telephony service area.
Smart Phone	Defined as a mobile phone with an advanced mobile operating system which combines features of a personal computer operating system with other features useful for mobile or handheld use.
Tablet	Defined as a mobile computer with a touchscreen display, circuitry and battery in a single device. They come equipped with sensors including camera, microphone and accelerometer and allow the user to access data and specific apps where permitted.
Laptop	Defined as a portable computer with a "clamshell" form factor, a keyboard with a "clamshell" form factor and a thin computer screen. Commonly used in a variety of settings. Many laptops now come equipped with 4G capabilities.

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