

Mobile Device Policy

Audience and scope:

This policy is relevant to the following roles:

- All staff

Document management and control

Policy Number	ICT5	Consultation Scope	Executive Leadership Team
Category	Management	Approval Bodies	Chief Executive
Policy Owner	Executive General Manager, Technology	Review Dates	March 2020
Policy Contact Person	IS Systems Manager		

Amendment history

Version	Effective Date	Created/Reviewed by	Reason for review/Comment
.001	13 th February 2018	Russell Smith/Steve Jones	New Policy
.002	16 th March 2018	Russell Smith	Addition of mobile device purchase guidelines

Table of Contents

AUDIENCE AND SCOPE:	1
DOCUMENT MANAGEMENT AND CONTROL	1
AMENDMENT HISTORY	1
TABLE OF CONTENTS	2
MOBILE DEVICE POLICY	3
PURPOSE.....	3
POLICY	3
PROCEDURES.....	6
EVALUATION/OUTCOMES	6
ADDITIONAL INFORMATION	7
GLOSSARY	7
EXEMPTIONS AND DISPENSATIONS	7
DELEGATIONS	7
RELEVANT LEGISLATION	7
LEGAL COMPLIANCE	7
ASSOCIATED DOCUMENTS	7
APPENDIX A – MOBILE DEVICE PURCHASE GUIDELINES	9

Mobile Device Policy

Purpose

The purpose of the Mobile Device Policy is to document how Manukau Institute of Technology-owned mobile devices and/or the use of mobile voice and data services via the Manukau Institute of Technology's mobile voice and data services are to be used.

Policy

At Manukau Institute of Technology, we provide employees a mobile plan and/or device to enable you to do your job, i.e., provided primarily for business related purposes. This generally means that we need you to be contactable or you require access to mobile applications to enable you to perform your role.

This policy is intended to protect the security and integrity of Manukau Institute of Technology data and technology infrastructure.

All Manukau Institute of Technology employees are bound by the terms and conditions set forth in this policy.

The purchase of mobile devices and the ownership of Manukau Institute of Technology's Corporate Plan is managed by Technology Services.

Mobile device numbers will be published in Manukau Institute of Technology's directories unless there is a specific security/privacy reasons for not doing so. Exceptions must be approved by senior management.

1. Corporate Plan

- 1.1. Manukau Institute of Technology operates a corporate plan for all mobile users. Manukau Institute of Technology has negotiated a preferred supplier arrangement with one mobile telecommunications provider based on Manukau Institute of Technology's total mobile voice and data spend. This plan is managed by Technology Services.
- 1.2. The contracted mobile plan allows for:
 - A number of calls per user or combination of all calls for all users per month.
 - A number of texts per user or combination of all texts for all users per month.
 - Data usage per user or total data usage for all users per month.The details of the current corporate plan will be made available to you on request.
- 1.3. Manukau Institute of Technology has total authority over the corporate plan and usage against that plan.

2. Devices and Support

- 2.1 If you are eligible for a mobile device as part of your role, you will be able to choose a model based on the requirements of your position.

Please refer to Appendix A for Mobile Device Purchase Guidelines.

- 2.2 You will receive a replacement device when your current device no longer works or is no longer fit for purpose.
- 2.3 A Manukau Institute of Technology purchased Mobile Device remains the property of Manukau Institute of Technology.
- 2.4 You may choose to use your own device and number to connect to the corporate plan if you prefer. This must be approved at a senior management level.
- 2.5 You may choose to bring your own device and utilise your own mobile supplier and plan. This must be approved at a senior management level. In this instance, you will be agreeing to the terms and conditions of the policy section titled **employee-owned** mobile usage.

3 Employee-owned Mobile Usage

- 3.1 Manukau Institute of Technology operates a corporate plan for all mobile users. Manukau Institute of Technology has followed an agreed procurement process in accordance with the Procurement Policy to ensure we receive the best service and financial plan for the institute.
- 3.2 Should you wish to utilise an alternative voice and data supplier, this must be approved by senior management. Any reimbursement agreement must be agreed by senior management and will be between the user and the individual department. No reimbursement of an alternative supplier's service will be paid by Technology Services.
- 3.3 If any reimbursement is agreed, it will be limited to the standard monthly user cost of the corporate plan.
- 3.4 Usage of an employee-owned device must still prevent unauthorised access as per the 'Security' section of this policy.

4. Acceptable use

- 4.1 Mobile devices purchased by Manukau Institute of Technology or employee-owned mobile devices connected to the corporate plan (or an alternative plan agreed in accordance with section 3.2) must only be used for acceptable business use or acceptable personal use
- 4.2 Manukau Institute of Technology defines acceptable business use as activities that directly or indirectly support the business of Manukau Institute of Technology.
- 4.3 Manukau Institute of Technology defines acceptable personal use as reasonable and limited personal communication.
- 4.4 Employees are expected to use the internet responsibly and productively. Excessive personal internet browsing and streaming, including social media use, is not permitted.
- 4.5 Employees are blocked from accessing certain websites while connected to the corporate network at the discretion of Manukau Institute of Technology.
- 4.6 Devices may not be used at any time to:
 - Store or transmit illicit materials.
 - Store or transmit proprietary information belonging to another company.
 - Harass others.

- 4.7 Manukau Institute of Technology has a zero-tolerance policy for texting or emailing while driving and only hands-free talking while driving is permitted.
- 4.8 Employees are expected to reimburse Manukau Institute of Technology for any personal use of mobile devices that is not reasonable. If Manukau Institute of Technology thinks your personal use is unreasonable we may ask you to reduce your non business use of your mobile and you may be required to reimburse Manukau Institute of Technology for this excessive usage on demand.
- 4.9 If Manukau Institute of Technology believes your device use is unacceptable we may cap or cancel your plan and require the return of the device to Technology Services.

5. International Calls and Roaming

- 5.1 Mobile devices must utilise Manukau Institute of Technology's wireless network when within range rather than the supplier's cellular network.
- 5.2 International calls and text should be strictly for business activities.
- 5.3 International roaming can be expensive and you will require your manager's permission to use your company mobile outside New Zealand. It will only be granted if required for business reasons.
- 5.4 If Manukau Institute of Technology thinks your roaming costs are unreasonable we may ask you to contribute to the cost of these charges.

6. Security

- 6.1 In order to prevent unauthorised access, the mobile device security (password protection or recognition technology) must be enabled to secure the device and stored data, as a minimum requirement.
- 6.2 The device must lock itself with a password or PIN if it is idle for five minutes.
- 6.3 After 5 failed login attempts, the device will lock. Contact Technology Services to regain access or wait the time-out period set by the mobile device manufacturer.
- 6.4 Employee access to institute data is limited based on user profiles defined by Manukau Institute of Technology and these are automatically enforced.
- 6.5 Manukau Institute of Technology has the authority to manage all Manukau Institute of Technology devices and can request usage information or to inspect Manukau Institute of Technology devices at any time without employee approval.

7. Leaving Manukau Institute of Technology

- 7.1 If you are leaving Manukau Institute of Technology you will be required to return any Institute issued device to Technology Services on or before your last day of employment for reassignment or termination of the service. This must include the PIN and/or password for the handset plus any cloud service.
- 7.2 If a user wishes to retain the mobile phone number, this can be transferred, with your manager's approval and at no cost to Manukau Institute of Technology.

8. Risks, liabilities and disclaimers

- 8.1 Reasonable care must be taken to prevent accidental damage, loss of theft of mobile devices. Lost or stolen devices must be reported to Manukau Institute of Technology within 24 hours. Employees are responsible for notifying the mobile carrier immediately upon loss of a device. Users may be required to meet the cost of replacement or damaged devices if reasonable care has not been followed.
- 8.2 The employee is expected to use his or her devices in an ethical manner at all times and adhere to Manukau Institute of Technology's acceptable use policy as outlined above and in the Acceptable Use Policy.
- 8.3 Manukau Institute of Technology, reserves the right to take appropriate disciplinary action up to and including termination for noncompliance with this policy.

Procedures

Please refer to the Policy section.

Evaluation/Outcomes

Audit: The Risk and Assurance Manager may audit compliance with this policy as part of internal audit work programmes.

Compliance: The Executive General Manager, Technology will monitor compliance.

Additional Information

Glossary

Term	Definition
Corporate Plan	A preferred supplier arrangement with one mobile telecommunications provider for Manukau Institute of Technology's total mobile voice and data service. This plan is managed & negotiated by Technology Services.
Mobile Device	A handheld computer, for example, a smartphone or tablet.
PIN	A 4-6 digit code used as a secure access method.
Senior Management	The Executive General Manager or Deputy Chief Executive to whom the relevant staff member or their manager reports.

Exemptions and dispensations

Any dispensations from the requirements of this policy, including one-off circumstances, must be approved in writing by the Chief Executive and forwarded to the Executive General Manager Technology

Delegations

Council Delegation to the Chief Executive to determine management policies of the Institute in relation to the implementation of its approved Investment Plan and Strategic Plan and the management of its affairs (Council Register of Permanent Delegations CE/OP6).

Relevant Legislation

- Copyright Act 1994
- Privacy Act 1993
- Unsolicited Electronic Messages Act 2007
- Fair Trading Act 1986
- Harmful Digital Communications Act 2015
- Harassment Act 1997
- Films, Videos and Publications Classification Act 1993

Legal Compliance

This policy complies with the Manukau Institute of Technology's statutes, regulations and relevant legislation.

Associated documents

The following documents are associated with this policy;

- The Manukau Institute of Technology's Corporate Service Plan for Mobile Usage
- Harassment, Discrimination and Bullying Policy (HR14)
- Disciplinary Policy (HR7)

- Procurement Policy (FIN3)
- Acceptable Use Policy (ICT1)
- Email Policy (ICT3)
- Internet Usage Policy (ICT4)

Appendix A – Mobile Device Purchase Guidelines

Position Level	Apple	Samsung	Other
Level 1 - 3	Category A	Category A	Category A
Level 4 - 5	Category B	Category B	Category B
Level 6+	Category C	Category C	Category C

Any request for an exception to the above purchasing rules must be submitted in writing, accompanied by business reasons for the exception and be approved by the staff members senior manager and the Executive General Manager, Technology.

Mobile Handset Category Parameters;

- Category A
 - 2 Year life cycle
 - Value up to \$1599
 - Dual sim as available
 - 64 GB +
- Category B
 - 3 Year life cycle
 - Value up to \$999
 - 32 to 64 GB
- Category C
 - 3+ Years life cycle
 - Value up to \$699
 - 16 to 32GB

For specific handset model options, please request the latest pricing, specification & availability information from Technology Services.