

THE CORPORATION OF THE CITY OF WINDSOR

POLICY

Service Area:	Office of the Chief Financial Officer	Policy No.:	
Department:	Information Technology	Approval Date:	Jan. 5, 2015
Division:	Technology Infrastructure	Approved By:	CR6/2015
		Effective Date:	Jan. 5, 2015
Subject:	Cellular Devices	Procedure Ref.:	
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1. **POLICY**

1.1 This policy outlines the requirements regarding acceptable usage of cellular devices.

1.2 This policy outlines the authorization and administration of cellular devices.

2. **PURPOSE**

2.1 The purpose of this policy is to:

2.1.1 Provide a uniform approach to distribute cellular devices throughout the corporation by way of a needs assessment;

2.1.2 Provide a method of acquisition;

2.1.3 Provide a method of disposal;

2.1.4 Outline a method of cellular device account administration;

2.1.5 Outline the responsibilities of cellular device users.

3. **SCOPE**

3.1 This policy applies to those cellular devices, as described in the definition section, which are assigned to municipal employees under the direction of the Chief Administrative Officer as well as Members of City Council and staff within the Mayor's Office.

4. **RESPONSIBILITY**

4.1 It is the responsibility of all users who obtain a cellular device to abide by this policy and all corporate policies as they pertain to the use of corporate equipment.

4.1.1 If a device is lost damaged or stolen, Information Technology is to be notified immediately.

4.1.2 A password/device lockout must be set on any cellular device that has data network access to protect any corporate data that may be present on the device.

- 4.2** Responsibility for approval of cellular devices and services for CLT, CAO, Mayor, City Council members and Executive Directors are as follows:
- 4.2.1 Corporate Leadership Team (except Chief Administrative Officer), approved by CAO;
 - 4.2.2 CAO, approved by Mayor or via employment contract;
 - 4.2.3 Mayor and City Council, approved by City Council as a whole as part of the standard City Council equipment;
 - 4.2.4 Executive Directors, approved by the CLT member they report to.
- 4.3** It is the responsibility of the Executive Directors, and those to whom authority has been delegated, to ensure:
- 4.3.1 This policy is adhered to;
 - 4.3.2 The issuance/procurement of the cellular devices and services for their staff, including extra airtime or special features; as well as the type and model of the device based on usage, environment, cost, budget and job function as outlined under needs assessment, section 6.0 of this policy;
 - 4.3.3 The acquisition of equipment conforms to the Purchasing By-law and that budget funds are available for the ongoing expense;
 - 4.3.4 Bills are reviewed on a monthly basis;
 - 4.3.5 A staff member is appointed, to act as a departmental coordinator to deal with cellular device needs;
 - 4.3.6 Any damaged, lost or stolen cellular device is replaced at the departments expense;
- 4.4** It is the responsibility of the appointed departmental coordinator to:
- 4.4.1 Obtain departmental approvals for users requiring cellular devices;
 - 4.4.2 Provide Information Technology with all order and change requests as they pertain to Smartphone devices, Cellular modems and Tablets with SIM cards;
 - 4.4.3 Manage billing issues;
 - 4.4.4 Review current monthly service plans to determine appropriate value/plan for the services received at least once per year;
 - 4.4.5 Maintain an inventory of current users, their cellular device and the service plan, along with cost centre account information;
 - 4.4.6 Ensure regular equipment trade-ins, upgrades or replacements occur at contract replacement points only;
 - 4.4.7 Ensure all equipment upon termination or change of duties of employees is reassigned or coordinate through Information Technology the disposal of cellular devices that contain corporate information.
- 4.5** It is the responsibility of Information Technology to work with coordinators to negotiate contract orders with vendors; and to provide procurement, installation, training and support services as required.
- 4.6** Each department has an appointed Phone Editor that keeps the corporate phone directory up to date. It is the responsibility of the departmental Phone Editors to

ensure the cellular phone numbers are published in the City's Intranet phone directory.

- 4.7 It is the responsibility of the Executive Director of Information Technology to ensure that any large fluctuations in growth are reported to the Corporate Leadership Team prior to proceeding.

5. **GOVERNING RULES AND REGULATIONS**

5.1 Definitions

- 5.1.1 For the purpose of this policy, "cellular devices" shall mean all telecommunication devices that have monthly access fees charged by a telecommunications provider and do not require to be directly connected to a network in order to operate.
- 5.1.2 Cellular device types are defined as follows:
- 5.1.2.1 **Cellular phones** are mobile phones that have voice communication and texting capabilities, but do not have data usage plans.
- 5.1.2.2 **Pagers** are mobile devices that have the capability of only receiving text messages.
- 5.1.2.3 **Cellular modems** are devices that plug into the USB port of a laptop or tablet that provides cellular data network access.
- 5.1.2.4 **Tablets with SIM cards** are tablets with built-in functionality to access the cellular data network without requiring a cellular modem.
- 5.1.2.5 **Smartphones** are devices with voice communication, texting, emailing and data network access, ex. Blackberry.

5.2 Needs Assessment

- 5.2.1 The issuance of cellular devices, with data usage plans, requires careful consideration due to the cost factor both initially and ongoing since these devices are roughly double the cost of a voice only cellular phone. These devices must be limited to individuals that can provide a strong justification for their use.
- 5.2.2 The issuance of cellular devices and services must be based on the job function and business needs of a position.
- 5.2.3 The level of user interaction dictates the best solution to be used.
- 5.2.4 The attached checklist is a guide of business conditions that should be considered to determine the need for a cellular device; see Guideline for Needs Assessment–Item 1.
- 5.2.5 The procurement of any unique type of device that has an associated cellular contract must be coordinated with Information Technology.

5.3 Acceptable Use

- 5.3.1 Cellular devices are for the purpose of assisting in the performance of duties and to improve customer service. For guidance, see Acceptable Use Policy and Standards of Employee Department.

- 5.3.2 Any abuse of cellular devices, or this policy, will result in privileges being revoked and may result in further discipline determined by the nature of the abuse.
- 5.3.3 It is at the Executive Director's discretion who requires a cellular device, and once this device has been approved the following may be contacted accordingly:
 - 5.3.3.1 Information Technology is to be notified by the coordinator when a new Smartphone, Cellular modem or Tablet with SIM card is approved;
 - 5.3.3.2 The Department Coordinator can directly issue a Cellular PCS phone or pager to the individual user.
- 5.3.4 Use of cellular devices while out of the local coverage area, ex. in the USA, result in significant roaming charges for both voice and data usage. Therefore, usage should be kept to a minimum.
- 5.3.5 Users shall be required to reimburse the Corporation for any personal usage including text messaging, downloading, long distance charges, applicable roaming charges and all taxes. The onus is on the user to report such usage to their service area's appointed coordinator or designate to be recovered accordingly.
- 5.3.6 Users shall be required to return the cellular device to their coordinator upon termination, change of duties, or at the request of their Department Coordinator.

6. RECORDS, FORMS AND ATTACHMENTS

- 6.1 Guideline for Needs Assessment - Item 1 attached.
- 6.2 Records and forms pertaining to this policy will be managed in accordance with the City of Windsor records management practices.
- 6.3 Purchasing By-Law 93-2012.
- 6.4 Acceptable Use Policy - M109/2012.
- 6.5 Standards of Employee Department – CR479/2006.
- 6.6 Code of Conduct for Members of Council – CR180/2011.

Guideline for Needs Assessment

ITEM 1

Business Conditions To be Considered	Pager	Cellular Telephone	Smartphone	Cellular Modem or Tablet with SIM card
1. Required to be on call or on other business and needs to be alerted	√			
2. Working at multiple offices, required to be on call, on emergency response, or on other business that requires immediate access at all times		√		
3. Working in situations in which isolation from other municipal staff and potentially personal safety may be threatened		√		
4. Spending a considerable amount of time (20 – 40% as a broad guideline) away from work area and job function requiring immediate contact via telephone		√		
5. Spending a considerable amount of time (20 – 40% as a broad guideline) away from work area and job function requiring immediate contact via electronic mail			√	
6. Spending a considerable amount of time (20 – 40% as a broad guideline) away from work area and job function requiring immediate contact via both telephone and electronic mail			√	
7. Mobile worker that requires specialized software, or an application that is not feasible to use with a Smartphone				√