

**Mobile Phones – Purchasing and Use Policy**

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**1. Introduction**

The University of Chichester provides mobile phones and other mobile devices to staff members and business functions where there is a demonstrated business need. The purpose of this document is to establish guidelines regarding eligibility, usage and management of University owned mobile services.

**Policy Scope**

This policy applies to all mobile phones funded by the University and any personal devices that are used to receive University business.

**2. Policy Intent**

This policy is created to provide a clear instruction on the authorisation and usage of mobile devices, guidance on safety and security and to limit corporate financial and any other liability for the University's Telecommunications.

**3. Policy provisions/ principles**

**3.1. Eligibility**

**3.1.1. Individual Staff Members**

The University of Chichester will provide an appropriate mobile device to those members of staff where it is deemed necessary for the execution of the duties of the position. Application for new mobile devices will be made by the departmental budget holder (usually the Head of Department). Initial cost of replacing existing mobile devices will be met by the IT department. Thereafter any costs for additional phones will be met by the department requesting them. Once issued, all costs pertaining to the device (e.g. line rental, data bundle and call charges, etc.) will be recharged to the Department.

**3.1.1.2 Lync**

The Lync App will be installed on all University mobile phones before issue. All University business calls must be made through the app in order to keep costs to their department to a minimum. These calls will not appear on the mobile bill so will greatly reduce the final cost. Costs remaining will be charged to that department.

Please note: for those with Business calls abroad, by using Lync on the wi-fi, the largest part of the call will be FREE with only the final connecting charge at a local rate.

**3.1.2. Other individuals**

Mobile devices will not normally be issued to students, contract employees, temporary staff or consultants. Any other requests must be submitted with an appropriate business case.

**3.1.3. Business Functions**

There are occasions where a mobile device will be allocated to a business function rather than an individual, especially to align with the Health and Safety Policy. These devices will be used by a group of people as necessary. The mobile will be issued to one member of the team (Head of Department/manager) who will be responsible for ensuring that its use and security complies with this policy. Costs will still be charged to that department.

**3.2. Issuing Mobile Phone**

All mobile handset and mobile device requests must be made from the Heads of Departments to IT Services via the Support Me documentation for Mobile Phones, telephone support and request details. These requests will include a list of required services, to ensure the correct device is provided to facilitate the users University role. The individual user will have the option of using their personal handset or being provided with a University owned one.

**3.2.1. Using Personal Handset**

For those who own a suitable device (see Appendix C) and would prefer to have just the one handset, IT services will configure their device appropriately. This will include directing the charges relating to University business to the appropriate budget holder, thereby leaving only private call expenses to the device owner. If the user is in the process of leaving the University, then the device must be taken to IT services to have any configuration previously installed, removed.

### **3.2.2. Using University owned Handset**

For those who wish to keep their personal and business calls on different devices, the University will issue a handset as stipulated in Appendix A.

The individual user is responsible for providing IT Services, all data relating to the user of the mobile device whenever any relevant details are changed.

If the device is allocated to a different user for any reason, the device must be taken to IT Services, who will wipe all the previous users details and configure the device for the new user.

If the device is no longer needed, it must be returned, along with any accessories, to IT Services. Secure data will be removed from the device which will then be returned or disposed of as required.

### **3.3. Replacing an existing phone**

The University will replace mobile phones where there is a justified reason in conjunction with the mobile phone provider. In circumstances where it has been shown that the employee's lack of care contributed to the loss of or damage to the phone, then the employee may be required to contribute to the replacement cost.

All contracts will be reviewed on a 24 month basis.

### **3.4. Authorised Usage**

Mobile phones owned by the University are to be used appropriately, responsibly and ethically. The following must be observed:

- i. In the event of loss or theft, the employee is responsible for immediately contacting IT Services to have the number disabled.
- ii. University mobile phones are for University business purposes. Personal usage should be kept to a minimum and be reimbursed to the University.
- iii. All technology allowing charges to be redirected to the University will be for the sole use of business purposes.
- iv. University mobile phones must not be used to call premium call charge services, premium SMS services and non-work related use of social media.
- v. University mobile phones must not be used for the purpose of illegal transactions, harassment, obscene behaviour, or any other activity that would breach any University policy.
- vi. Employees must not use a University mobile phone while operating a motor vehicle unless it is fitted with a hands-free kit. The employee will be responsible for any fines incurred as a result of traffic regulation breaches.
- vii. Use of data services from mobile phones will be restricted unless necessary for the user's role.

### **3.5. Monitoring**

Summary usage reports are regularly reviewed by IT Services for the purpose of monitoring compliance with this policy. Excessive usage or expensive calls can be automatically flagged up by the network provider. Where unauthorised calls have been made the user will be asked to reimburse the University. The user will be expected to pay for any personal calls/text messaging.

## **4. Devices**

IT Services support a small range of mobile devices (see Appendix B) and will allocate them as appropriate. Individuals may prefer to use their personal device, but only if device is compatible with the Skype for Business application (please check with IT Services if you are unsure). In either case, the device must be secured and conform to the Data and Systems Security Policy (<http://help.chi.ac.uk/it-strategy-and-policies>).

### **4.1. Security – Passwords**

Modern devices provide access to the user's contacts, email and calendar which may contain confidential, and sometimes, personal information. These data fall under the Data Protection Act and the University may be subject to financial penalties and reputational damage if lost or accessed by an unauthorised person. Due to the small size of these devices, they are likely to be carried into places a laptop would not be, and therefore the user must ensure that the device is physically secure at all times.

Each device is provided with a password/pin facility securing access which must be enabled at all times as a minimum security measure.

### **4.2. Security – Loss of Device/Damage**

Loss of any device used for business purposes must be reported to IT Services immediately. This may help to prevent unauthorised usage of the device and possible breach of the University's Data and Systems Security Policy. If necessary the device can be remotely wiped.

Any damaged or lost phone, is the responsibility of the department who requested the phone, and it is their decision whether the cost is passed onto the user. Please make sure all users are aware of this.

IT will not fund any replacement or repair work to the device.

## **5. Text Messaging/ Instant Messaging (IM)**

With the introduction of Lync as the preferred means for making calls, there is also available, Instant Messaging (IM) which can be used in the same way as Text Messaging, but only to other Lync enabled devices. The main difference between the two is that IM is FREE, whereas Text messaging will incur a cost that will be charged to that handset. This in turn will be included on the monthly phone bill to that department.

## **6. Publication of Mobile Phone Numbers**

By making University Business calls through the Lync app, the application on the phones will allow the users to display to their caller, their desktop extension phone number only. This will mean that whether the member of staff uses their own handset or a University device, the mobile number will never be displayed. This will mean that if publication as in the list below is used, they need only to disclose that one number. So, if at any time the handset is replaced and has a different mobile number, this will not affect any contact details, or make any publication out of date.

- i. Business Cards
- ii. Email auto-signatures
- iii. Internal University telephone directories
- iv. University, schools and department websites
- v.

## 7. Further Advice and Guidance

Further advice and guidance on the operation and use of the University's mobile phone and mobile device services can be obtained by contacting the SIZ

## Appendix A

### Who qualifies and their requirements

Applications: Calls, contacts, texts, IM messaging, calendar, email, internet/downloads, camera, calls abroad

### Some specific examples of eligibility are:

- i. The employee is to be available outside business hours to assist with critical business functions. **Calls, contacts, texts, IM messaging, calendar, email, internet/downloads**
- ii. The employee is required to make prolonged travel abroad for the University and will need to make downloads. **Calls, contacts, texts, calendar, email, internet/downloads, calls abroad**
- iii. The employee is required to make frequent and/or prolonged travel outside the campus locations **Calls, contacts, texts, IM messaging, calendar, email, camera**
- iv. The employee is working 'on call' duties and needs to be contacted at all times during these periods **Calls, contacts, texts, IM messaging, camera**
- v. The employee will need to document when each task is complete before moving onto the next. **Calls, contacts, internet/downloads**
- vi. The employee is a lone worker and needs to have contact available to be in line with the University's Health and Safety Policy **Calls, contacts, texts, IM messaging**
- vii. The employee needs to be contactable at all times and may while on duty need to communicate to others via the mobile. **Calls, contacts, texts, IM messaging**
- viii. The employee needs to be contactable during working hours at all times by students **Calls, contacts, texts, IM Messaging**

## Appendix B

What type of phone as designated to type of University job

Calls, contacts, text, IM messaging, calendar, email, downloads/ internet/ calls abroad - **A**

Calls, contacts, texts, IM messaging, emails, internet/downloads, camera - **B**

Calls, contacts, text, IM messaging- **C**

## Appendix C

List of all suitable handsets

A – Microsoft Lumia 640 & 650

B – Microsoft Lumia 640 & 650

C – Microsoft Lumia 640 & 650

