

Policy Name:	Mobile Device		
Policy No:	6.5	Approval Authority:	Senior Management Team
Volume	6, Computer Services	Responsible Executive:	Director, Computer Services
Chapter	5, Mobile Device Policy	Responsible Office:	Computer Services
Originally issued:	September 2011	Revisions:	November 2017

Policy Statement

NSCAD University (“NSCAD”) requires specific employees to carry mobile devices. All employees who are required to use a mobile device are subject to this policy.

Reason for Policy

This policy outlines the most cost-effective manner for mobile device usage, assists departments in determining who is eligible and aims to ensure that any such device performs as expected in the NSCAD environment.

Policy Applies to

- All employees who have or are responsible for any mobile device issued by NSCAD or conduct business on behalf of NSCAD while using any mobile device.
- The policy covers all cell phones, smart phones, tablet computers and other similar mobile devices.

Who Should Read this Policy?

- Employees who are required to carry a mobile device
- Supervisors of employees who are required to carry mobile devices

Contacts

Please direct any questions on policy meaning or application to the Director, Computer Services, 902-444-7203 or computer@nscad.ca

Definitions

Data: Information transmitted across the internet. On mobile devices, this is billed by the MB (Megabit).

Mobile Carriers: Vendors who sell mobile devices and provide mobile services

Mobile Devices: Cell phones, smart phones, tablet computers and other similar devices

Mobile Device Plans: Pre-arranged or contractual agreements for services between NSCAD and mobile carriers

Texting: Simple text communication over the internet between two mobile devices. On mobile devices these are usually billed for each occurrence, incoming or outgoing.

Voice: Traditional voice telephone calls. On mobile devices, these are usually charged by the minute.

The Policy

1. Principles

- 1.1. Mobile devices and plans will be provided based on job requirements but will only be considered for provision when the employee:
 - Supports mission-critical systems or provides critical campus services and is required to be reachable immediately both within and beyond normal business hours.
 - Is not normally present at a fixed workstation and provides nomadic support of which rapid response is often required.
 - Is in a role requiring frequent travel, mobile connectivity and rapid availability.
 - Demonstrates a need to have mobile access to specific information and documents.
- 1.2. A plan that allows for voice communication and the ability to receive text messages is standard. If the employee has a demonstrated need to have a texting and/or data plan as well, the approval of such plans will be at the discretion of the Vice-President in charge of the requesting area. It should be noted that some smart phones must carry an appropriate data plan to be active on the carrier's network. This appropriate data plan requires funding.
- 1.3. Mobile devices will not be issued to student assistants, part-time employees, temporary employees, consultants, or other employees/contractors that do not have a compelling use for the technology in the opinion of the Vice-President responsible for the requesting area.
- 1.4. Computer Services will administer and negotiate agreements on behalf of NSCAD. Computer Services has standardized mobile devices and service packages for use in the NSCAD environment. Only those mobile devices approved and issued by Computer Services will be authorized and supported.

2. Procedures

- 2.1. Employees requiring a NSCAD-owned mobile device must first make the request of their immediate supervisor. Their immediate supervisor, if they approve of the use, will then forward the request to the Director of Human Resources, who will determine if there are any issues with granting the request with respect to any collective agreements to which NSCAD is a party. The Director of Human Resources will then forward the request to the Vice-President responsible for the requesting area and advise the Vice-President of any such issues. Should the Vice-President responsible for the requesting area approve the request, the Vice-President will email the Director of Computer Services stating what the employee requires. The Director of Computer Services will then contact the employee and advise of the most effective plan and available equipment.

3. Appropriate Use

- 3.1 Loss or theft of a NSCAD-owned mobile device must be reported immediately to the employee's immediate supervisor and the Director of Computer Services, who will request that the service for that device be suspended.
- 3.2 Employees should use discretion in relaying confidential information on mobile devices, as transmissions are not secure. As well, there should be no expectation of privacy as the employee's superiors can review the charges on any bill for service.
- 3.3 NSCAD's Acceptable Use Policy for University Computing Resources governs use of any NSCAD-owned mobile device.
- 3.4 In accordance with the Personal Information International Disclosure Protection Act, S.N.S. 2006, c. 3 (as amended), transporting any NSCAD-owned mobile device outside Canada must be considered carefully. "The personal information held by public bodies [of which NSCAD is one] may be transported temporarily on, or accessed from the laptop computers, cell phones, and other electronic devices (e.g. blackberries), outside Canada if the head of the organization determines it is necessary to meet the operational requirements of the organization, or is necessary for the work of the employees." (Government of NS PIIDPA FAQ)
- 3.5 The employee's immediate supervisor may deactivate a mobile device and terminate related services at any time. However, termination fees may exist and will be the responsibility of the employee's department. The Director of Computer Services may be consulted to identify such costs.
- 3.6 Upon termination or resignation of an employee, the device and its associated service number (if any) remain the property of NSCAD University and will be reassigned or terminated.
- 3.7 When discarding or reassigning mobile devices, the device must be cleared of data.
- 3.8 Unless authorized, any enhanced services such as downloading songs or applications, texting, using the World Wide Web for personal use or any features that would incur additional monthly costs are not permitted.
- 3.9 NSCAD recognizes that mobile devices may be used for incidental personal use. Any charges that include significant personal usage including roaming, long distance charges, airtime, data and texting will require the employee to reimburse NSCAD within 15 days of the billing date.
- 3.10 Where there is to be a regular mix of personal use and business use on a mobile device, the preferred option is for the employee to provide the mobile device personally and request a "monthly allowance" from NSCAD for

business use. Under no circumstances should the allowance be more than the base cost of the device and usage should be reviewed to ensure the allowance is appropriate for the actual, regular business use of the phone.

3.11 No activity that violates the manufacturer’s warranty such as but not limited to “jailbreaking” is permitted on NSCAD-owned devices.

4. Voice, Data and Texting Plans

4.1 To take advantage of volume pricing and discounts, Computer Services will select contracted rates for voice, data and texting plans.

4.2 Plans will be selected based on employee requirements and will not consider personal use as a factor. Standard services should include call display, message centre/voice mail and the ability to receive text messages.

4.3 Computer Services is available to provide consulting and advisory services in selecting optimal plans.

4.4 To activate certain mobile devices such as smartphones and tablets on the provider’s network, it must carry an appropriate data plan.

4.5 To reduce the operating cost of mobile devices that have the ability to use wireless networking (also known as Wi-Fi), these devices should be configured to use Wi-Fi wherever possible.

4.6 NSCAD’s standard mobile plans are not designed for wireless laptop connections using a mobile device (also known as “tethering”). If tethering is required for university use, then the user and the Vice-President responsible for the area will work with Computer Services to determine the most effective tethering/laptop wireless plan.

5. International Travel

5.1 NSCAD’s standard plans for voice, data and texting are designed for use only within Nova Scotia and Canada. Usage outside these areas will result in additional charges, and these charges can be quite substantial.

5.2 To reduce these costs, various voice, data and texting plans may be added when required. Prior to traveling, the mobile device user must contact the Vice-President responsible for the area for approval. After approval, the mobile device user must arrange with Computer Services to have the appropriate plan added and confirm that the plan is in place prior to travel.

6. Billing, Charges and Review

6.1 All costs associated with NSCAD-owned mobile devices will be allocated to the appropriate department. The department must have funds in their budget set aside for this purpose.

7. Reimbursement

7.1 Employees may be reimbursed for NSCAD business calls made on their own mobile devices; however, access charges or other monthly recurring charges are the responsibility of the employee and will not be reimbursed by NSCAD unless approved in advance by the Vice-President responsible for the user's area.

7.2 In order to be reimbursed, the following conditions must be met:

- Department pre-approval by the Vice-President responsible for the area.
- A payroll reimbursement requisition for the reimbursement approved by the appropriate person.

- A copy of the detailed bill showing the call detail. If the copy of the bill does not show to whom the call was placed, NSCAD may request further information.

7.3 No reimbursement will be made to employees for business calls made on their personal mobile device if they do not incur additional direct costs, such as exceeding their monthly allocation of data or minutes.

7.4 When there is frequent and consistent authorized use of a personal phone for business purposes, NSCAD employees are encouraged to seek an appropriate monthly allowance for business use as described in Section 5 above regarding appropriate use.

8. Data Security

8.1 Mobile devices, particularly smartphones and tablet computers, can hold confidential NSCAD information such as email or other electronic documents. As a result, steps should be taken to secure ANY mobile device including but not limited to those mobile devices not owned by NSCAD upon which confidential NSCAD information may be stored. Users of such mobile devices must, at a minimum, configure such mobile devices to require a passcode to unlock the device before use.

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