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| Title | Smartphone Devices |
| Type | Policy |
| Category | Hardware/Software |
| Status | Approved |
| Approved | 03/14/2007 |
| Reviewed | |
| Scope | <p>Defines the circumstances under which City employees may utilize hand-held Personal Digital Assistant (PDA), Personal Information Manager (PIM), or smartphone devices.</p> <p>This policy supersedes the "Personal Digital Assistants (PDAs) and Handheld Devices" (November 2003) and "Wireless PIM/PDA" (January 2005) policies.</p> |
| Policy | <ol style="list-style-type: none"> 1. Only approved devices will be supported via wireless synchronization. Approved devices shall be published in a standard. Desktop synchronization is not supported. 2. With the exception of device support for elected officials, defect support is limited to troubleshooting and correcting server-related defects. Device defects and functional questions shall be directed to the commercial service provider for the particular device. 3. Requests for special use hand-held devices not contained within the approved devices standard must be approved by the Technical Review Committee. 4. The Department of Technology and Innovation (DTI) will make a reasonable attempt to remotely "wipe" the contents of a lost device upon formal request to the DTI Service Desk. However, it is incumbent upon the user of the device to refrain from placing confidential, proprietary or any other information not considered to be public on the device. 5. Wireless PIM/PDA/Smartphone devices are fundamentally cell phones and any existing City Ordinances, Administrative Instructions, and/or Departmental policies shall govern the procurement, operation and use of these devices. 6. Employee-owned PIM/PDA/Smartphone devices synchronizing to City email services will be tolerated provided no additional licensing expense nor service administration is required to enable the device. There shall be no expectation of central support for these devices. The City assumes no liability for non-City-owned devices. 7. Nothing in this policy shall be construed as requiring the City to provide any technical resources or assistance in support of any |

personally owned device or use of any device which is not directly related to the conduct of official City business.

Rationale

The administration and support of hand-held devices can become so time consuming as to defeat the perceived value of the device over its lifetime. This policy is intended to ensure that the total cost of ownership of these devices is kept within reasonable bounds.

This policy also recognizes that certain functionality of hand-held devices including email and calendaring are becoming increasingly ubiquitous and providing these services to employee-owned devices does not fundamentally expose the City to risk to any greater extent than providing these same services to web browsers over the Internet.