

Title	Mobile Device Policy and Procedures
Type	Procedure
Category	Security
Effective Date	July 15, 2015
Approved	
Revised	September 30, 2016
To Be Reviewed	September 2017
Parent Policy	Mobile Device Administrative Instruction 1.0
Scope	Applies to all city employees required to carry a city supplied mobile device, Department Directors, and Cell Phone Liaisons.
Policy	<p>Mobile devices are provided for official city business use and made available to employees whose positions meet the business need justification as defined below. Mobile devices and related service are costly to operate and expenditures need to be controlled. Therefore, it is the policy of the City of Albuquerque that authorization to purchase and use mobile devices will be limited to certain circumstances, when other means of communication are determined to be impractical or less cost effective.</p> <p>It is the responsibility of every employee assigned a mobile device to use that device in accordance with this policy and procedures.</p> <p>It is the responsibility of each Department Director and assigned Cell Phone Liaison to manage their employees' mobile devices and to enforce this policy and procedures.</p>
Definitions	<p>Mobile device – a wireless, portable device that allows a user to make calls and/or access data and information from the city's network. A mobile device includes, but is not limited to, the following types of equipment:</p> <ol style="list-style-type: none"> 1. Cellular telephone (or cell phone) – a mobile device that can make and receive telephone calls, pictures, video, and text messages. 2. Smartphone – a cellular phone with multifunctional features that includes an operating system, internet access, and messaging system. 3. Tablet Computer – a wireless, portable flat-panel

personal computer with a touch screen interface and normally no primary ability to function as a telephone.

4. Laptop Computer - or a notebook is a portable personal computer with a clamshell form, suitable for mobile use.
5. MiFi - is a portable broadband device that allows end users and mobile devices to share a 3G or 4G mobile broadband Internet connection and create an ad-hoc network.

Procedure This procedure provides guidelines and criteria regarding the appropriate use of a city supplied mobile device, responsibilities, and approvals.

A. Responsibilities for Use of City Issued Mobile Devices by Employees

1. Appropriate Use

Except for de minimus personal use, city issued mobile devices are to be used for official city business only. The rules surrounding the use of city issued mobile devices in the conduct of city business are the same as for traditional desk phone and desktop computer.

2. Safety

Employees should not use their mobile devices while operating a motor vehicle, except for the purpose of obtaining or rendering emergency assistance. Texting on a mobile device while driving is prohibited, in accordance with State Law.

3. Safeguarding and Replacement of Equipment

Employees are responsible for maintaining adequate physical protection for all equipment issued to them by the city. Employees shall promptly notify the Department Director if any city-owned mobile devices are damaged, lost, or stolen. If a city issued mobile device is stolen, the employee is required to file a police report. The City will replace one damaged, lost, or stolen phone. The cost for more than one occurrence in a five year period will be the responsibility of the employee.

4. Employee Terminations and Transfers

If an employee terminates city service, transfers to another department, or changes responsibilities, and is no longer eligible to use a city issued mobile device, the city mobile device and all associated accessories will be returned to the Department Cell Phone Liaison.

5. Mobile Device Record Retention and IPRA

Employees are reminded that all messages, files and user actions are subject to monitoring. There is no expectation of personal privacy either expressed or implied when using or accessing City telecommunications services. Data from mobile devices paid with taxpayer dollars may be made available to the public on request with the exceptions listed in Administrative Instruction No. 8-1 related to the safety of employees.

6. Device Upgrades

Employees with city issued mobile devices should make every effort to keep their equipment in good condition. Employees may be eligible for a replacement mobile device once their device has reached the end of its useful life and the service agreement term has been completed. New or replacement devices are limited to options made available by the Telephone Division of the Department of Technology and Innovation (DTI). Cost for new or replacement cellular phones shall not exceed \$100 unless approved by the Office of Management and Budget (OMB) of the Department of Finance and Administrative Services and the CAO. Tablets and Computer replacements requiring wireless cellular service will be handled through DTI. Unused mobile devices shall be turned into the Telephone Division of the DTI.

7. International Travel

It is the responsibility of the employee to notify the Department Cell Phone Liaison, at least one week in advance of travel outside of the United States, so that the Liaison can work with DTI to disable the phone or add the appropriate international features.

B. Responsibilities of the Department

1. Establish Department Cell Phone Liaison

Each Department Director shall designate a Department Cell Phone Liaison responsible for tracking department mobile devices requiring wireless cellular service, equipment issued, and usage, as noted below. The Liaison shall serve as the single point of contact to the DTI.

2. Business Need Justification for Device Issuance

Requests for the purchase and/or use of a cellular telephone or tablet computer with MiFi capability for official city business will be reviewed and approved at the discretion of the employee's Department Director. The Requests should be evaluated based on the following criteria:

- City employees whose job responsibilities clearly dictate the unquestionable need for regular cellular communication either via telephone, remote access to the City's information systems, or the ability to remotely perform data acquisition using cloud based services or by using applications that cannot be loaded locally on the device.
- Cellular telephones and/or tablet computers with MiFi connection necessary for promoting public or employee safety shall take highest priority;
- Executive staff members who must be available on a regular basis to receive and place time sensitive telephone calls;
- Other forms of communication such as radios are more costly or not practical.

After determining the employee meets the eligibility criteria, a *Mobile Device Authorization Form* must be filled out for every new, upgrade, or replacement request. The form must be signed by the Department Director and Fiscal Manager and submitted first to the Telephone Division of DTI then to OMB for approval. The Department should estimate the monthly usage to determine the correct rate plan for cellular telephones,

MiFi's, tablets or other cellular capable devices.

Once approved, the requesting Department's Cell Phone Liaison will coordinate the purchase with the Telephone Division of DTI. Department Cell Phone Liaisons and Employees are prohibited from requesting services or equipment directly from the service provider.

3. Mobile Device Costs and Tracking

The requesting department will bear all costs associated with the purchase of mobile devices and associated accessories, including future maintenance. Departments are responsible for tracking and controlling mobile device costs. The requesting Department is responsible for documenting the issuance of a mobile device and associated accessories to each employee.

4. Employee Terminations and Transfers

If an employee terminates city service, transfers to another department, or changes responsibilities, and is no longer eligible to use a city issued mobile device, the city mobile device and all associated accessories will be returned to the Department Cell Phone Liaison. Each Department Cell Phone Liaison is responsible for contacting the DTI to terminate service on the mobile device once an employee leaves the Department, city service, or becomes otherwise ineligible. Departments are not allowed to warehouse cellular telephones, MiFi's or other city-issued cellular devices and continue cellular service until positions are filled.

5. Monthly Bill Review

Department Directors or their designees are responsible for reviewing mobile device usage on a monthly basis for the purpose of ensuring those charges are in line with the number of plans approved and identifying cellular telephones or MiFi connections that are no longer needed or that may be underutilized, and ensuring that service to

such devices are terminated. Monthly reports will be provided to the Department Director and Cell Phone Liaison in a timely fashion by the Telephone Division of DTI.

6. Annual Review of Inventory

Each year, by September 30th, Department Directors shall review their complete mobile device inventory for accuracy and to recertify the business need justification for each mobile device assigned to an employee.

C. Pool Use Cellular Telephones

The City recognizes that it is not practical or cost-effective to issue all employees a cellular telephone. In certain departments, some city issued cell phones are not assigned to individual employees but are shared among several employees in a work group. The use of a pool phone does not relieve the employee from following the City's Mobile Device Policy and Procedures. Pool phones should be used exclusively for city business. It is the responsibility of a supervisory level employee to review the monthly bill for a pool use cellular telephone to determine if there is unusual usage in terms of excess personal use, and take appropriate action with the respective employee(s).

Security Information technology protection requires continuous efforts to secure the information systems for critical infrastructure, including emergency preparedness communications, and physical assets that support such systems. Protection of these systems and the data which resides on systems is essential to consistent and effective service delivery.

I have read and understand my responsibilities under this Mobile Device Policy and Procedures.

Employee Signature

Date

Department Cell Phone Liaison Signature

Date