

Document Control

Document Name	Document Register Number	Review Date
Mobile Device Use Policy	NA	July 2016
Date Adopted	Minute Number	Summary of Changes
16 July 2014	3831	Revised

Purpose

Greater Hume Shire Council recognises the need to embrace new and emerging technologies to improve the way business is conducted and contribute to improving the way the Council meets its business objectives.

Mobile devices are becoming a common and cost effective tool for information management and communication. In addition to the increased prevalence of mobile devices, Councillors and staff are also increasingly requesting the option of connecting their own mobile devices (Bring Your Own Mobile Device – BYOmD) to Council equipment and networks.

Scope

Councillors, staff, contractors and volunteers who use or access Council technology, equipment and/or services are bound by the conditions of this policy.

Mobile devices covered by this policy include both Council owned devices and approved non-Council owned devices of the following types:

- Notebook, palmtop, laptop computer equipment;
- Smartphone or PDA (Personal Digital Assistant) devices used for data storage, calendars, contacts and task lists;
- Mobile phones where mobile internet (eg. 3G/4G) technology is used for email correspondence;
- Smartphone devices capable of running third-party or downloadable applications (e.g. iPhone, iPad, Android, Blackberry, Windows Mobile, etc), and;
- All removable media including CD/DVD, USB devices or any other type of removable media.

Definitions

BYOmD – Bring Your Own Mobile Device. An emerging trend in the IT industry of users (employees/Councillors) connecting their own mobile devices to organisational networks for access to organisational information.

IT – Information Technology.

User – a person who has authority to use an application, equipment, or system owned by Greater Hume Shire Council.

Policy Content

The Greater Hume Shire Council is responsible for maintaining effective security over all equipment and information within its environment.

Due to the portable nature of mobile devices there is a high requirement to maintain security for these devices and for any information stored or transmitted via them.

The purpose of this policy is to provide directives on the deployment, use and maintenance of mobile devices within Greater Hume Shire Council so that:

- The correct processes and procedures are drafted and employed when utilising mobile computing devices and technologies, and;
- Users are aware of their individual responsibilities in relation to the use and security of mobile devices for the transmission and storage of information and access to Greater Hume Shire Council's systems and infrastructure.

Use of Council Owned Mobile Devices

The following must be observed with respect to the use of Council owned mobile devices:

- All use of mobile devices, personally and professionally, must be appropriate and lawful;
- Only mobile devices owned and operated by Greater Hume Shire may be used to connect to Greater Hume Shire infrastructure or services without prior approval from the Information Technology Coordinator;
- Any installed management software, such as anti-virus software, must not be removed and must be kept up to date;
- Council owned mobile devices remain the property of the Greater Hume Shire and as such can be unreservedly requested and accessed by the Information Technology Coordinator at any time;
- Any information which infringes copyright, or any other form of intellectual property rights, e.g.: music libraries, movies etc. is not to be stored on any device owned by Greater Hume Shire;
- The user of the device must notify the Customer Service Officer - Holbrook immediately upon loss, theft or suspected loss/theft of the device. Where possible, the contents of the device will be remotely erased and the services associated with the device will be disabled;
- USB memory sticks from an unknown or un-trusted source are not to be connected to Greater Hume Shire equipment;
- Greater Hume Shire owned devices are locked to Greater Hume Shire's chosen network provider. Transfer of such devices to other carriers will only be considered where a pressing business need is identified. In which case, service transfer costs may be investigated and any costs that cannot be justified for business purposes may be passed on to the user of the device;
- Usage charges for mobile devices are subject to periodic review. Excess data usage may be investigated and any additional costs that cannot be justified for business purposes may be passed on to the user of the device;
- When using a council owned device that provides data enabled services, users are required to monitor and manage data consumption levels using the management software provided;
- Users are responsible for ensuring mobile devices are not accessed by other persons that are not authorised to view information on the device.

Use of Non-Council Owned Mobile Devices

Councillors, staff, contractors and volunteers may be permitted to connect non-Council owned mobile devices to Greater Hume Shire's systems and infrastructure for the express purpose of receiving email, contact and calendar updates.

Permission to connect non-Council owned mobile devices to Greater Hume Shire's systems and infrastructure for the express purpose of receiving email, contact and calendar updates, can only be completed with express authorisation in writing by the Director Corporate and Community Services. This is due to licensing implications of connecting mobile devices to Council's network in particular Microsoft Exchange (email).

In addition to adherence to all other terms of this Policy, the use of a non-Council owned mobile device connected to Greater Hume Shire's network, requires acceptance and implementation of the following conditions and shall be confirmed by signature of agreeance to the conditions of this policy:

- The owner/user of the device will notify Customer Service Officer - Holbrook immediately upon loss, theft or suspected loss/theft of the device. Where possible, the contents of the device will be remotely erased and the services associated with the device will be disabled;
- The user of the device agrees to protect Council information residing on the device, including ensuring that non-council agents and council agents that are not authorised and, do not have access to council information stored on the device.
- No Greater Hume Shire data other than mail (including attachments stored within the mail system), contacts and calendar items may be stored on non-Council owned devices unless expressly authorised in writing by the Information Technology Coordinator;
- Non-Council owned devices will not be supported by Greater Hume Shire IT personnel with the exception of connectivity to Greater Hume Shire services and Salary Sacrifice computer equipment when utilised for work purposes;
- Greater Hume Shire will accept no liability for functionality, serviceability or performance associated with the device and any responsibility with regard to warranty will reside solely between the owner/user of the device and the supplier/manufacturer;
- Greater Hume Shire accepts no responsibility or liability for the loss of Council related or personally related data residing on the device;
- Greater Hume Shire reserves the right to erase the contents of the device and/or disable the device at any time, and at its sole discretion.

Physical Security of Mobile Devices

The following must be observed when handling mobile computing devices:

- Mobile computer devices must never be left unattended in a public place, or in an unlocked house, or in a motor vehicle, even if it is locked. Wherever possible, they should be kept on the person or securely locked away, or special cable locking devices should be used to secure the equipment to a non-removable fixture;
- Cable locking devices should also be considered for use with laptop computers in public places, e.g. in a seminar or conference, even when the laptop is attended;
- Mobile devices should be carried as hand luggage when travelling by aircraft.

Protection of Information on Mobile Devices

The following must be observed in order to securely protect information on mobile computing devices:

- Every reasonable effort should be made to ensure that Greater Hume Shire information is not compromised through the use of mobile equipment in a public place. Screens displaying sensitive or critical information should not be seen by unauthorised persons;
- Mobile devices are not to be used as the sole repository for Greater Hume Shire information. All Council information stored on mobile devices is to be backed up as appropriate and uploaded into Council's EDRMS (InfoXpert) as soon as possible.

Exemptions

This policy is mandatory unless an exemption is granted by the Director Corporate and Community Services. Any requests for exemptions from any of these directives should be referred to the Customer Service Officer – Holbrook.

Breach of the Conditions of this Policy

In circumstances where a breaches of this policy occurs, Council reserves the right to restrict the use or access to the technology or network, equipment or services and to maintain that restriction at its discretion.

Indemnity by Non Employees

The Council bears no responsibility whatsoever for any legal action threatened or commenced due to conduct and activities of Users in accessing or using these resources or facilities. All Users indemnify the Council against any and all damages, costs and expenses suffered by the Council arising out of any unlawful or improper conduct and activity, and in respect of any action, settlement or compromise, or any statutory infringement.

Legal prosecution following a breach of these conditions may result independently from any action by Council.

Any employee identified of using a Council supplied mobile phone in a manner that is unacceptable/inappropriate will be subject to disciplinary action and possible criminal prosecution.

Variations To Policy

The General Manager or his delegated representative be authorised to approve variations to this policy, provided such variation does not result in additional cost being incurred by Council.

Links to Policy

Records Management Policy
Internet, Email and Computer Use Policy
Model Code of Conduct Policy
Performance and Misconduct Policy
Volunteer Policy

Links to Procedure

Records Management Procedures

References

Nil.

Responsibility

Director Corporate & Community Services
Information Technology Coordinator

Document Author

Manager Corporate Services

Relevant Legislation

Local Government Act 1993
Broadcasting Services Amendment (Online Services) Act 1999
Electronic Transactions Act 2000
Privacy Act 1988

Associated Records

Nil.