University of Essex

Mobile Communication Device Policy

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Objectives

The objectives of this policy are to ensure that the University receives the maximum benefit from the mobile devices issued and to minimise any associated risks.

Mobile communication devices can be useful to support efficient and cost-effective ways of working. This document covers those devices (mobile phones, tablets, two-way radios) that make use of mobile communication networks. It does not include laptops.

The ITS Acceptable Use Policy (AUP) and the Information Security Policy apply to the use of mobile devices.

Further guidance on mobile devices and security can be found by searching 'mobile device guidelines' on the Staff Directory.

Provision and eligibility

Personal devices

Staff that feel a mobile device would be beneficial to them, but who are not eligible to receive a University device, may provide their own. Those devices and their use are subject to the same requirements as university provided devices. In particular, their use must conform to the Acceptable Use Policy and the Information Security Policy. It is not possible to claim mobile phone charges as an expense from central University Budgets.

University provided devices

The University will provide a mobile device where there is an essential business need specific to a role. Where a number of people share a role then a single device may be shared between all those in the role.

Purchasing and costs

The Head of Department or their administrative nominee should make requests for mobile devices. The administrator should be the person who has the responsibility for the Centrally Funded Desktop programme. An online form and catalogue is provided for this purpose. https://www.essex.ac.uk/staff/it-services/it-purchasing

The costs of the devices (Included within the catalogue) and standard usage will be met by ITS budgets, other costs, such as accessories will not.

ITS will assess the business need in each case and suggest the most appropriate device. The request may be declined if the business case does not support the request.

Staff must undertake the Information Security Essential training on Moodle before any device is provided to them.

ITS will provide regular reports on usage and costs for those devices. The reports will be sent to the authorised user of each device and to the person who requisitioned the device if they are deemed excessive. Furthermore, these costs may be investigated and if deemed to be inappropriate will be

charged back to the department. It will then be up to the department's discretion if they seek to reclaim those costs from the individual.

In order to manage usage costs, devices will have no access to premium rate services or international dialling. Only essential work-related apps will be provided.

Line managers should assess costs and discuss those with the device user. If required, ITS can cap costs. Requests for this should be directed to its.purchasing@essex.ac.uk

ITS Purchasing should also be informed promptly when an individual role changes, or if a role no longer requires the use of mobile communications.

Loss of devices should be reported to it.hepdesk@essex.ac.uk.

Security and data information

For all devices

Devices should be kept physically secure. They should not be left unattended when in public places nor left visible in a car. The level of security you should apply should be similar to that you use for your wallet or purse.

For University provided and personal mobile devices (excluding radios)

Mobile devices that are used to communicate with the University or partners will contain information that falls under the General Data Protection Regulations and Data Protection Act. They represent a risk to the University. Therefore the following rules must be applied:

- Devices must be secured with a PIN, fingerprint or pattern.

- Device locking must be activated at 5 minutes of inactivity or less.

- Jailbroken or rooted devices must not be used.

- If an owner of a device changes role or leaves the University the device should be handed back to ITS Purchasing. The device will be repurposed for the new role holder and returned or reused within the university.

- A University provided mobile device is for primarily work related purposes. You will receive a monthly usage summary. Charges will also be monitored programmatically by the centralised reporting system and by the Department / Professional Service.

- Where a device is issued with a SIM, the SIM must remain in the device. If the SIM needs to be transferred to another device, please contact its.purchasing@essex.ac.uk

- Ensure that you follow all laws and rules that apply. For example, using a mobile phone not hands free whilst driving. The consequences of failing to do so rest with you, not the University.

Repairs and replacements

If you experience a fault or you have broken the device, in the first instance please come and speak to ITS Purchasing as it may be that the phone is still within warranty. If it is within warranty, we will liaise with our

provider and see if the device is eligible for repair or replacement. In the meantime, we can provide you with a temporary device to ensure you can still make/receive calls.

If the device is not within warranty, our ITS engineers will do their best to try to fix the phone. However, if they are unsuccessful we may have to look into a replacement, if the device is under a year old and is broken due to user error the department may get charged for the replacement device.

If you are unable to come to ITS Purchasing (for example you are abroad) our advice would be to purchase a cheap device that fits your current sim card, swap the sim into the new phone and continue using that until you are able to return to the University. That purchase is then able to be claimed back via expenses. Upon returning to the university, we will then begin the original warranty/repair cycle as mentioned above.

Travel guidance

If you have a mobile device with a University of Essex sim contract, you are entitled to use this for business related activity.

Sometimes this requires people to travel abroad and use their devices whilst in other countries to check emails, access the internet etc. The following guidance should help users understand where they may incur additional charges and how they can try to prevent it.

Travel zones

When travelling outside of the UK and specifically outside "Europe Zone 1" the below chart shows the areas in which additional roaming charges will be incurred if mobile data is used.
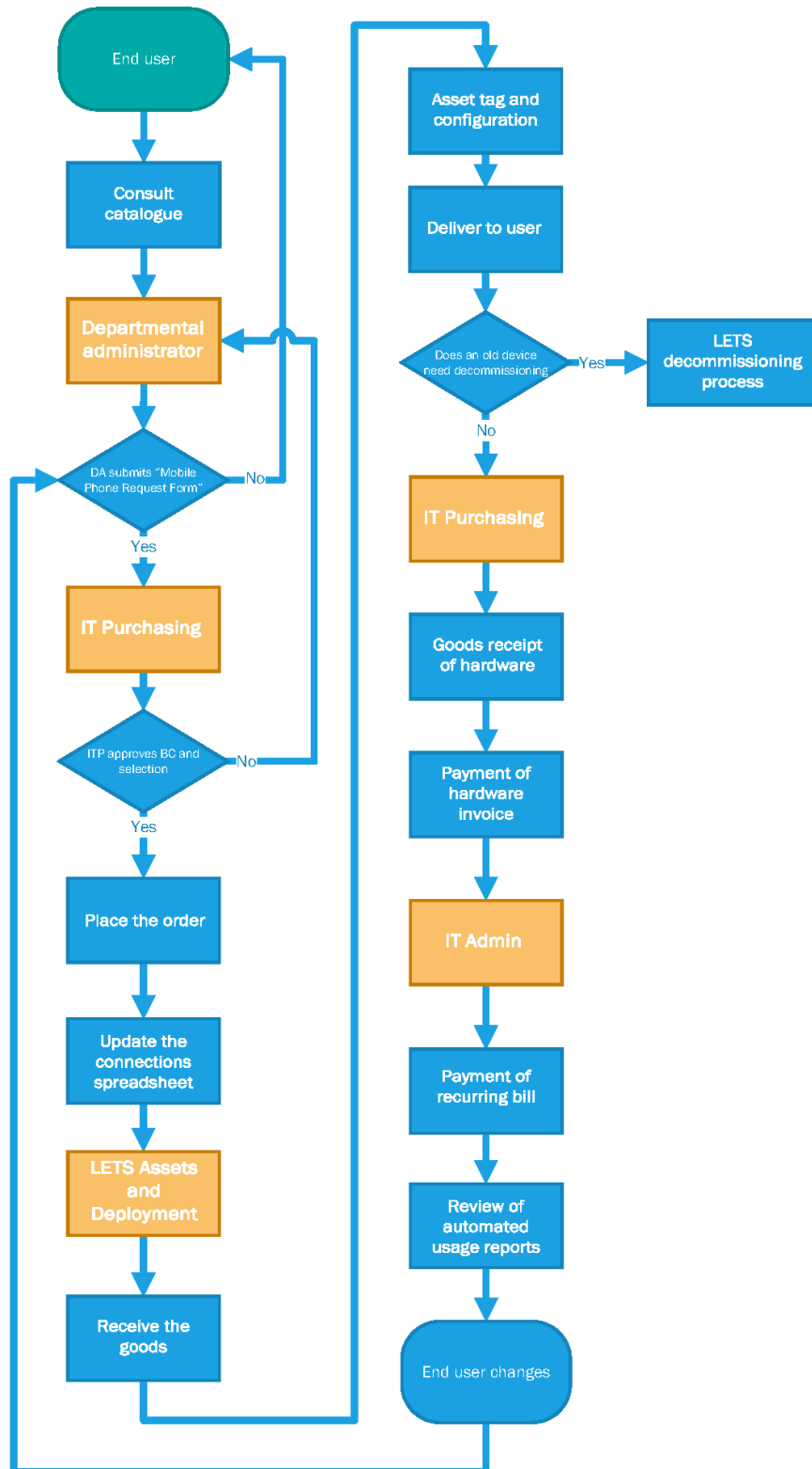
Our current tariff classes us as a "Business Traveller" however; Vodafone does have the ability to add additional data bundles for people that are travelling in the "Rest of World" category. Please contact its.purchasing@essex.ac.uk to see what International Roaming Bundles are available to help avoid any excessive unwanted charges.

EUROPE ZONE 1	EUROPE ZONE 2	WORLD ZONE		REST OF WORLD (ROW)		
No additional charges	**£2.50 p/d with Business Traveller (or standard roaming charges)**	**£5 p/d with Business Traveller (or standard roaming charges)**		**Not included in Business Traveller, standard roaming charges apply**		
Austria	Albania	**USA & CANADA**	Hong Kong	**ASIA PACIFIC**	Kuwait	St Pierre and Miquelon
Azores	Bosnia and Herzegovina	Canada	India	Taiwan	Kyrgyzstan	Swaziland
Belgium	Faroe Islands	United States	Indonesia	**ROW ZONE 1**	Liberia	Syria
Bulgaria	Guernsey	**ASIA PACIFIC**	Israel	Afghanistan	Macau	Tajikistan
Canary Islands	Isle of Man	Australia	Jamaica	Algeria	Macedonia	Tahiti
Croatia	Jersey	New Zealand	Japan	Angola	Malawi	Tanzania
Cyprus	Saint Martin	Singapore	Kenya	Armenia	Malaysia	Togo
Czech Republic	San Marino	South Africa	Lesotho	Azerbaijan	Mali	Tonga
Denmark	Switzerland	Thailand	Mexico	Bahamas	Mauritania	Tunisia
Estonia	Turkey	**ROW ZONE 1**	Mozambique	Bahrain	Mauritius	Uganda
Finland		Anguilla	Panama	Bangladesh	Micronesia	Ukraine
France (inc. Corsica)		Antigua and Barbuda	Peru	Belarus	Moldova	United Arab Emirates
French Guiana		Argentina	Puerto Rico	Benin	Mongolia	Vanuatu
Germany		Aruba	Qatar	Bolivia	Montenegro	Venezuela
Gibraltar		Barbados	Russia	Botswana	Montserrat	Vietnam
Greece		Bermuda	Saba	Brunei Darussalam	Morocco	Yemen
Guadeloupe		Bonaire	Serbia	Burkina Faso	Myanmar	Zambia
Hungary		Brazil	St Eustatius	Cambodia	Namibia	Zimbabwe
Iceland		British Virgin Islands	St Kitts and Nevis	Cameroon	Nepal	
Ireland		Cayman Islands	St Lucia	Cape Verde	New Caledonia	**ROW ZONE 2**
Italy (Incl. Vatican City)		Chile	St Maarten	Central African Republic	Nicaragua	Andorra
Latvia		China	St Vincent and	Chad	Niger	Belize
Liechtenstein		Colombia	Grenadines	East Timor	Nigeria	Bhutan
Lithuania		Democratic Republic of	Suriname	Eritrea	Northern Mariana	Burundi
Luxembourg		Congo	Trinidad and Tobago	Falkland Islands	Oman	Comoros
Madeira		Costa Rica	Turks and Caicos Islands	Fiji	Pakistan	Cook Islands
Malta		Curacao	Uruguay	Gabon	Palestinian Territory	Cuba
Martinique		Dominica	US Virgin Islands	Gambia	Papua New Guinea	Djibouti
Mayotte		Dominican Republic		Georgia	Paraguay	Equatorial Guinea
Monaco		Ecuador		Guam	Philippines	Ethiopia
Netherlands		Egypt		Guinea	Republic of the Congo	Greenland
Norway		El Salvador		Guinea-Bissau	Rwanda	Laos
Poland		Ghana		Honduras	Saint Helena	Lebanon
Portugal		Grenada		Iran	Samoa	Libya
Romania		Guatemala		Iraq	Saudi Arabia	Madagascar
Reunion		Guyana		Ivory Coast	Senegal	Maldives
Slovakia		Haiti		Jordan	Seychelles	Sao Tome and
Slovenia				Kazakhstan	Sierra Leone	Principe
Spain (Inc. Balearic Islands)				Kiribati	Somalia	Solomon Islands
Sweden				Korea	Sri Lanka	Turkmenistan
				Kosovo	Sudan	Uzbekistan

Travel tips

- **Use wifi**. It may sound obvious but using Wifi is free and more often than not, you can find free Wifi at various coffee shops, internet cafes and libraries. Furthermore Wifi calling is also enabled on all University Mobile Phones so excessive charges can also sometimes be avoided if you make calls whilst connected to W-Fi. Apps like "Wifi Finder" can help you locate spots to connect. This particular app can work online or offline.

- **Keep roaming turned off.** By going into your phone's settings, you are able to turn mobile data off, or simply turn your device's airplane mode on.

- **Download city guides with offline access**. If you know you're going to be without an Internet connection, download or save city guides before you go. TripAdvisor Offline City Maps, Gogobot and Viator are just a few great—and free—options for saving maps, suggestions and guides to access during your trip.

- **Sync before your trip**. By taking your phone abroad, there is an increased chance that you could lose it or get it stolen. Before leaving, make sure you sync/ backup your contacts and other important information before you go.

Mobile device workflow

```
                          ┌──────────────┐
                          │   End user   │
                          └──────────────┘
                                 │
                          ┌──────────────┐
                          │   Consult    │
                          │  catalogue   │
                          └──────────────┘
                                 │
                          ┌──────────────┐
                          │ Departmental │
                          │administrator │
                          └──────────────┘
                                 │
                          ◇ DA submits "Mobile      No
                          ◇ Phone Request Form" ────────┐
                                 │ Yes
                          ┌──────────────┐
                          │ IT Purchasing│
                          └──────────────┘
                                 │
                          ◇ ITP approves BC and      No
                          ◇ selection ──────────────────┘
                                 │ Yes
                          ┌──────────────┐
                          │Place the order│
                          └──────────────┘
                                 │
                          ┌──────────────┐
                          │  Update the  │
                          │ connections  │
                          │ spreadsheet  │
                          └──────────────┘
                                 │
                          ┌──────────────┐
                          │ LETS Assets  │
                          │     and      │
                          │  Deployment  │
                          └──────────────┘
                                 │
                          ┌──────────────┐
                          │ Receive the  │
                          │    goods     │
                          └──────────────┘

   ┌──────────────┐
   │ Asset tag and│
   │configuration │
   └──────────────┘
          │
   ┌──────────────┐
   │Deliver to user│
   └──────────────┘
          │
   ◇ Does an old device     Yes     ┌──────────────┐
   ◇ need decommissioning ─────────▶│     LETS     │
          │ No                      │decommissioning│
   ┌──────────────┐                 │   process    │
   │ IT Purchasing│                 └──────────────┘
   └──────────────┘
          │
   ┌──────────────┐
   │ Goods receipt│
   │ of hardware  │
   └──────────────┘
          │
   ┌──────────────┐
   │  Payment of  │
   │  hardware    │
   │   invoice    │
   └──────────────┘
          │
   ┌──────────────┐
   │   IT Admin   │
   └──────────────┘
          │
   ┌──────────────┐
   │  Payment of  │
   │ recurring bill│
   └──────────────┘
          │
   ┌──────────────┐
   │  Review of   │
   │  automated   │
   │ usage reports│
   └──────────────┘
          │
   ┌──────────────┐
   │End user changes│
   └──────────────┘
```

Policy information

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