Mobile Communication Device Policy
# Table of contents

- **Objectives** ........................................................................................................................ 3
- **Provision and eligibility** .................................................................................................. 3
  - Personal devices. .................................................................................................................. 3
  - University provided devices. ............................................................................................... 3
- **Purchasing and costs** ..................................................................................................... 3
- **Security and data information** ....................................................................................... 4
  - For all devices.................................................................................................................... 4
  - For University provided and personal mobile devices (excluding radios) ...................... 4
- **Repairs and replacements** ............................................................................................... 4
- **Travel guidance** ............................................................................................................... 5
  - Travel zones ....................................................................................................................... 5
  - Travel tips .......................................................................................................................... 6
- **Mobile device workflow** ................................................................................................ 7
- **Policy information** .......................................................................................................... 8
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.

<table>
<thead>
<tr>
<th>EUROPÉ ZONE 1</th>
<th>EUROPÉ ZONE 2</th>
<th>WORLD ZONE</th>
<th>REST OF WORLD (ROW)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No additional charges</strong></td>
<td><strong>6.50 p/d with Business Traveller (or standard roaming charges)</strong></td>
<td><strong>£5 p/d with Business Traveller (or standard roaming charges)</strong></td>
<td><strong>Not included in Business Traveller, standard roaming charges apply</strong></td>
</tr>
</tbody>
</table>

**EUROPE ZONE 1**
- Austria
- Azerbaijan
- Bulgaria
- Canary Islands
- Croatia
- Czech Republic
- Denmark
- Estonia
- Finland
- France (inc. Corsica)
- French Guiana
- Germany
- Gibraltar
- Greece
- Guadeloupe
- Hungary
- Ireland
- Italy (incl. Vatican City)
- Liechtenstein
- Lithuania
- Luxembourg
- Madeira
- Malta
- Martinique
- Monaco
- Montenegro
- Norwegian
- Norway
- Poland
- Portugal
- Romania
- Russia
- Slovenia
- Spain (incl. Balearic Islands)
- Sweden
- Switzerland
- United Kingdom

**EUROPE ZONE 2**
- Albani
- Bosnia and Herzegovina
- Faroe Islands
- Guernsey
- Isle of Man
- Jersey
- Saint Martin
- San Marino
- Swiss
- United Kingdom
- Channel Islands

**WORLD ZONE**
- USA & Canada
- Australia
- New Zealand
- Singapore
- South Africa
- Thailand
- Angola
- Antigua and Barbuda
- Argentina
- Aruba
- Barbados
- Bermuda
- Benin
- Brazil
- British Virgin Islands
- Cayman Islands
- Chile
- China
- Colombia
- Democratic Republic of Congo
- Costa Rica
- Curacao
- Dominica
- Dominican Republic
- Ecuador
- Egypt
- El Salvador
- Ghana
- Grenada
- Guatemala
- Guyana
- Haiti
- Hong Kong
- Indonesia
- Jamaica
- Japan
- Kenya
- Lesotho
- Mexico
- Mozambique
- Panama
- Peru
- Puerto Rico
- Qatar
- Russia
- Serbia
- St. Vincent and the Grenadines
- Suriname
- Trinidad and Tobago
- Turks and Caicos Islands
- Uruguay
- US Virgin Islands
- Asia Pacific
- Taiwan
- Afghanistan
- Algeria
- Angola
- Armenia
- Azerbaijan
- Bahamas
- Bahrain
- Bangladesh
- Benin
- Botswana
- Brunei Darussalam
- Bulgaria
- Burkina Faso
- Cameroon
- Cape Verde
- Central African Republic
- Chad
- Comoros
- Congo
- Costa Rica
- Cote d'Ivoire
- Cuba
- Djibouti
- Dominica
- Egypt
- Equatorial Guinea
- Eritrea
- Estonia
- Falkland Islands
- Fiji
- Gabon
- Georgia
- Guam
- Guinea
- Guinea-Bissau
- Honduras
- Hong Kong
- Hungary
- Iceland
- India
- Indonesia
- Iran
- Iraq
- Irish Eire
- Israel
- Italy
- Jamaica
- Japan
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Korea
- Kuwait
- Kyrgyzstan
- Laos
- Latvia
- Lebanon
- Lesotho
- Liberia
- Libya
- Liechtenstein
- Lithuania
- Luxembourg
- Macao
- Macedonia
- Malaysia
- Maldives
- Malta
- Mauritania
- Mauritius
- Mexico
- Moldova
- Monaco
- Mongolia
- Montenegro
- Morocco
- Mozambique
- Namibia
- Nauru
- Nepal
- Netherlands
- New Zealand
- Nicaragua
- Niger
- Nigeria
- Northern Mariana Islands
- Oman
- Pakistan
- Palau
- Panama
- Papua New Guinea
- Paraguay
- Philippines
- Poland
- Porte Rico
- Portugal
- Qatar
- Romania
- Russian Federation
- Rwanda
- Saint Kitts and Nevis
- Saint Lucia
- Saint Vincent and the Grenadines
- Samoa
- Sao Tome and Principe
- Saudi Arabia
- Senegal
- Seychelles
- Sierra Leone
- Singapore
- Sint Maarten
- Slovakia
- Slovenia
- Solomon Islands
- South Africa
- South Korea
- Spain
- Sri Lanka
- Sudan
- Suriname
- Swaziland
- Syrian Arab Republic
- Trinidad and Tobago
- Tunisia
- Turkey
- Turkmenistan
- Ukraine
- United Arab Emirates
- Uruguay
- Uzbekistan
- Venezuela
- Vietnam
- Yemen
- Zambia
- Zimbabwe
- Zimbabwe

**ROW ZONE 1**
- Argentina
- Australia
- Austria
- Bangladesh
- Belgium
- Brazil
- Bulgaria
- Canada
- Chile
- China
- Colombia
- Costa Rica
- Ecuador
- Egypt
- El Salvador
- Ethiopia
- France (inc. Corsica)
- Georgia
- Ghana
- Greece
- Guadeloupe
- Guernsey
- Guyana
- Hong Kong
- Iceland
- Indonesia
- Ireland
- Islands
- Israel
- Italy
- Japan
- Jordan
- Kazakhstan
- Kenya
- Korea
- Kuwait
- Kyrgyzstan
- Laos
- Lebanon
- Lesotho
- Liberia
- Libya
- Liechtenstein
- Lithuania
- Luxembourg
- Macao
- Macedonia
- Malaysia
- Maldives
- Malta
- Mauritania
- Mauritius
- Mexico
- Moldova
- Monaco
- Mongolia
- Montenegro
- Morocco
- Mozambique
- Namibia
- Nauru
- Nepal
- Netherlands
- New Zealand
- Nicaragua
- Niger
- Nigeria
- Northern Mariana Islands
- Oman
- Pakistan
- Palau
- Panama
- Papua New Guinea
- Paraguay
- Philippines
- Poland
- Porte Rico
- Portugal
- Qatar
- Romania
- Russian Federation
- Rwanda
- Saint Kitts and Nevis
- Saint Lucia
- Saint Vincent and the Grenadines
- Samoa
- Sao Tome and Principe
- Saudi Arabia
- Senegal
- Seychelles
- Sierra Leone
- Singapore
- Sint Maarten
- Slovakia
- Slovenia
- Solomon Islands
- South Africa
- South Korea
- Spain
- Sri Lanka
- Sudan
- Suriname
- Swaziland
- Syrian Arab Republic
- Trinidad and Tobago
- Tunisia
- Turkey
- Turkmenistan
- Ukraine
- United Arab Emirates
- Uruguay
- Uzbekistan
- Venezuela
- Vietnam
- Yemen
- Zambia
- Zimbabwe
- Zimbabwe

**ROW ZONE 2**
- Argentina
- Australia
- Austria
- Bangladesh
- Belgium
- Brazil
- Bulgaria
- Canada
- Chile
- China
- Colombia
- Costa Rica
- Ecuador
- Egypt
- El Salvador
- Ethiopia
- France (inc. Corsica)
- Georgia
- Ghana
- Greece
- Guadeloupe
- Guernsey
- Guyana
- Hong Kong
- Iceland
- Indonesia
- Ireland
- Islands
- Israel
- Italy
- Japan
- Jordan
- Kazakhstan
- Kenya
- Korea
- Kuwait
- Kyrgyzstan
- Laos
- Lebanon
- Lesotho
- Liberia
- Libya
- Liechtenstein
- Lithuania
- Luxembourg
- Macao
- Macedonia
- Malaysia
- Maldives
- Malta
- Mauritania
- Mauritius
- Mexico
- Moldova
- Monaco
- Mongolia
- Montenegro
- Morocco
- Mozambique
- Namibia
- Nauru
- Nepal
- Netherlands
- New Zealand
- Nicaragua
- Niger
- Nigeria
- Northern Mariana Islands
- Oman
- Pakistan
- Palau
- Panama
- Papua New Guinea
- Paraguay
- Philippines
- Poland
- Porte Rico
- Portugal
- Qatar
- Romania
- Russian Federation
- Rwanda
- Saint Kitts and Nevis
- Saint Lucia
- Saint Vincent and the Grenadines
- Samoa
- Sao Tome and Principe
- Saudi Arabia
- Senegal
- Seychelles
- Sierra Leone
- Singapore
- Sint Maarten
- Slovakia
- Slovenia
- Solomon Islands
- South Africa
- South Korea
- Spain
- Sri Lanka
- Sudan
- Suriname
- Swaziland
- Syrian Arab Republic
- Trinidad and Tobago
- Tunisia
- Turkey
- Turkmenistan
- Ukraine
- United Arab Emirates
- Uruguay
- Uzbekistan
- Venezuela
- Vietnam
- Yemen
- Zambia
- Zimbabwe
- Zimbabwe

---
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.
Policy information

<table>
<thead>
<tr>
<th>Title</th>
<th>Mobile Device Communications Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version number</td>
<td>3.1 Final</td>
</tr>
<tr>
<td>Author</td>
<td>Aston Baker, ITS Purchasing Officer</td>
</tr>
<tr>
<td>Owner</td>
<td>Tessa Rogowski</td>
</tr>
<tr>
<td>Approved by</td>
<td>Tessa Rogowski</td>
</tr>
<tr>
<td>Effective date</td>
<td>01/11/2019</td>
</tr>
<tr>
<td>Date of last review</td>
<td>28/10/2019</td>
</tr>
<tr>
<td>Document status</td>
<td>Approved</td>
</tr>
<tr>
<td>Document classification</td>
<td>Public</td>
</tr>
<tr>
<td>Questions and queries</td>
<td>email <a href="mailto:its.purchasing@essex.ac.uk">its.purchasing@essex.ac.uk</a></td>
</tr>
<tr>
<td>Comments</td>
<td>Reviewed by Mobile Communications review group</td>
</tr>
</tbody>
</table>