MOBILE IT DEVICE USAGE

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1. OBJECTIVE

To outline the policy for proper usage of City of Karratha owned and issued mobile IT devices.

This document is an addendum (rider) to the City of Karratha Operational Policy OP-IT-01 "Conditions of Use of Information Technology Facilities".

2. PRINCIPLES

The principles underpinning the proper use of mobile IT devices are that:

- Usage is to be consistent with City of Karratha business operations and organisational objectives.
- Improper usage will be addressed in accordance with Operational Policy OP-IT-01. Conditions of Use of IT Facilities.

3. USAGE REQUIREMENTS

This policy provides guidance on the usage of City of Karratha (City) owned mobile IT devices to ensure:

1. employees understand their obligations in accepting and using City provided mobile IT devices;
2. a consistent policy-based approach for City owned mobile IT devices is applicable across the organisation;
3. employees are accountable for their use of City owned mobile IT devices; and
4. the use of mobile IT devices must be in accordance with this mobile IT device usage policy and Operational Policy OP-IT-01.

3.1 Conditions of Use for mobile IT devices

a) Mobile IT devices include any portable computing or communications device that supports wireless network connectivity and/or hosts voice and/or data applications.

b) Mobile IT devices will be issued on a case-by-case basis to select employees whose position and responsibilities are considered and approved to require access to a mobile IT device.

c) At all times the City issued mobile IT device shall remain the property of the City and is subject to this mobile IT device usage policy, Operational Policy OP-IT-01 and the Code of Conduct.

d) The organisation reserves the right to require the return of a mobile IT device at any time for any reason. If the return of a mobile IT device is requested, it must be returned within 24 hours of the request being made.

e) Employees issued with a mobile IT device are expected to understand the conditions of use, exercise the same care, security and careful use of the mobile IT device as if it were their own property.

f) Mobile IT devices must not be left unattended in motor vehicles at any time.

g) Mobile IT devices must never be checked-in as baggage on an aircraft and must always be taken on board as hand luggage.

h) Malfunctions or any other technical problems with mobile IT devices should be reported immediately by the user to the City's IT Service Desk so that steps can be taken to have the problem rectified by an approved technician as quickly as possible.

i) Under no circumstances is the user of a mobile IT device to organise repairs to a mobile IT device directly with the manufacturer. All problems are to be reported to the IT Service Desk.

j) Lending a mobile IT device to any third party is strictly prohibited.

k) Careless and negligent loss, damage or misuse of a mobile IT device, or any other associated peripheral will result in the City taking cost recovery and/or disciplinary action.

l) Specific mobile IT device software applications (Apps) will be installed prior to provisioning as part of the City standard operating environment to ensure appropriate business functionality levels and a consistent mobile IT device fleet capability.

m) Some configuration and security restrictions will be in place to facilitate mobile IT device fleet management, ensure City network and systems integrity and protect the end user. These settings will be in accordance with industry good practice, policies and procedures.

n) Apps will be updated and refreshed from time-to-time to ensure the most appropriate Apps are installed, up to date and running properly to meet the business functionality requirements.

3.2 Records Management Procedures

All emails sent from a mobile IT device are subject to the same records keeping requirements as hard copy documents. Users are to ensure that emails are managed according to the City's Records Keeping Plan, State Records Office guidelines and in accordance with internal records procedures. Emails that constitute a record are to be registered into the City's electronic records management system.

3.3 Legal Obligations

Mobile IT device users should be aware that electronic mail originating from City devices is equivalent to a letter printed on a City letterhead and therefore is subject to the same legal, and records management obligations as letters sent by conventional mail.

In particular, users should be aware that electronic documents and emails are subject to Freedom of Information legislation and electronic discovery.

3.4 Software Licensing

City Employees shall only use software applications that have been approved by the IT Department. City users shall not install unauthorised applications on to any mobile IT device.

The City predominantly utilises Windows and Android-based mobile devices which are capable of being enrolled in, and fully-managed within the City's IT Management System. As such, Employees may only install applications made available to them through the respective Microsoft and Google Play stores to ensure appropriate licencing is evaluated and maintained.

Legacy Apple iOS-based mobile devices are semi-managed and as such City mobile phone users are able to install applications for personal use using their own Apple ID, maintaining adherence to the Conditions of Use of Information Technology Facilities.

Any new Apple iOS-based mobile devices will be enrolled in, and fully managed within, the City's IT Management System.

Recommendations for new applications to be made available that may improve efficiencies and productivity for mobile IT device users should be logged through the IT Service Desk for assessment in accordance with business requirements.

3.5 Acceptable Personal Use of Mobile IT Devices

Staff are not permitted to add their personal email accounts to a mobile IT device.

4. CONSEQUENCES

This policy represents the formal policy and expected standards of the City of Karratha. Appropriate approvals need to be obtained prior to any deviation from the policy. Employees are reminded of their obligations under the Council's Code of Conduct to give full effect to the lawful policies, decisions and practices of the City.

5. ROLES AND RESPONSIBILITIES

Managers are required to:

- Respond to breaches and non-compliance.
- Approve those employees who may subject to the operational requirement be permitted to use mobile IT devices for their ordinary work.

Employees are:

- Responsible for the proper use of the City's mobile IT devices and are expected to familiarise themselves with the responsibilities associated with these IT facilities.
- Required to ensure that mobile IT devices under their control are protected from theft, damage, loss, unauthorised access and any other form of abuse or improper use.

6. REFERENCES TO RELATED DOCUMENTS

- Operational Policy OP-IS-01 "Conditions of Use of Information Technology Facilities"
- Code of Conduct

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Responsible Officer:	Manager Information Technology

This policy takes effect from the date of adoption by Council and shall remain valid until it is amended or deleted.