

Mobile Device Usage Policy

Version 1.0

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1. INTRODUCTION

This document describes the safe and acceptable usage of mobile devices supplied to University of Bradford employees. It describes current legislation and also provides Health & Safety guidance relating to the usage of such devices.

It includes within its scope the acceptable use of mobile telephones, Smartphones (such as iPhone or Blackberry®), Laptops, USB Data Dongles for laptops, and similar wireless data transmission devices. It does not cover two-way radios or desktop computers.

The acceptable use of the Internet using mobile devices is covered in a separate document (UoB Regulation 21), and is the same as for desktop computers.

2. RESPONSIBILITIES

The responsibility for the appropriate use of mobile devices rests with the designated user, their line manager and ultimately the relevant Dean of School or Head of Department. Users must read the whole of this document and line managers are also advised to read the whole document. However, there are some key points for line managers to consider, as follows.

Line Manager Responsibilities

- Line managers are responsible for:
- ensuring that members of their teams who are likely to make use of mobile devices are aware of their rights and obligations under the usage policy;
- monitoring the overall cost of every mobile device used by a member of their team;
- ensuring that any user whose mobile costs are above average justifies why their costs are higher;
- ensuring that the cost of personal calls is recouped from mobile device users for whom they are responsible;
- informing ICT Servicedesk via email (ictservicedesk@bradford.ac.uk) if any mobile device should be disconnected. Emails sent to ICT Servicedesk will be archived for audit purposes;
- informing ICT Servicedesk via email (ictservicedesk@bradford.ac.uk) if the mobile device is to be paid for subsequently using a different account number, or using a different cost code. Emails sent to ICT Servicedesk will be archived for audit purposes.

In cases where new account numbers / costs codes / cancellation requests have not been provided in writing, the line manager's own cost code will be liable for any subsequent charges for that mobile device.

3. ADMINISTRATION AND SUPPORT OF MOBILE DEVICES

Employees who require a mobile device to perform work duties should request authorisation from their line manager. The user / authorising line manager should complete the on-line form Guidelines for Procurement of Mobile Devices at <http://www.bradford.ac.uk/lss/it-services/mobile/procurementform.php>, providing the following details:

- Type of mobile device.
- Required tariff (e.g. voice and SMS only or voice and data).
- Specific user name to be associated with the device. There must be a specific name attached to every mobile device. Where the device is to be used by a team or as a pool device, then the team manager's name must be used so that every mobile can be traced.
- Appropriate cost codes for the purchase of the mobile device.
- Appropriate cost codes for the on-going rental and call costs of the mobile device. Vodafone has 2 fields for cost codes, each of which can be up to 10 characters (including spaces).
- Purchase order number.
- Mobile number, if purchase is an upgrade of an existing mobile device.
Please note that unless in exceptional circumstances such as a user becoming disabled, upgrades are only permissible when your initial 24 months commitment has been fulfilled.

Handsets, accessories and SIM cards will be ordered by ICT Servicedesk and delivered to ICT Servicedesk, from where they can be collected – JBP room 01.10. You will be notified when we have taken delivery of your order. Devices can be delivered to disabled users by ICT Servicedesk staff upon request.

Itemised quarterly usage and rental invoices are supplied for each mobile device and will be emailed on to account coordinators within each Department, who then have responsibility for passing on to line managers/individual users/cost code owners.

Faulty devices should be reported to ICT Servicedesk with details of:

- the phone number.
- the type of device and its serial / IMEI number (generally found inside the battery compartment, or by typing *#06# <call> from the keypad).
- the nature of the fault.

Where necessary a temporary replacement will be supplied by ICT Servicedesk.

ICT Servicedesk will also give an indication of potential costs for repair / replacement.

4. PERSONAL USAGE MONITORING

Vodafone supply ICT Servicedesk itemised billing information for all handsets in various different formats:

- Traditional paper bills.
- On a single CD (for the whole University).
- Online.
- Split Billing.

Split Billing

The Vodafone Corporate Split Bill tool is an on-line service for individual mobile users to separate business and personal calls.

How does split bill work?

- At each billing period (Feb; May; Aug; Nov) a text is sent to all mobile users with their pin number.
- User log on using their mobile number and PIN for authentication.
- Users check their usage and tag personal calls.
- Users submit their personal / Business use totals.
- Authorisers (optionally) log on and check totals and approve/reject.
- Once all totals are approved / rejected / over-ridden bill is 'closed down'.
- File is extracted showing personal charges to feed to payroll system and the cost of employees personal calls are deducted from their salary.

Please note Corporate mobile phones may not be used for:

- unlawful activities;
- commercial purposes not under the auspices of the university;
- personal financial gain.

Inland Revenue guidance indicates that no personal tax liability results from the personal use of mobile devices supplied for business use, other than the payment of VAT on call and text charges.

5. SECURITY

All mobile phones / data devices **must** have the SIM PIN enabled. This can be done from within the phone settings menu, and the security menu.

In order to enable the PIN the original PIN must be entered. Note that by default the SIM PIN will be 0000. Once the SIM PIN is enabled, it is then possible to change the PIN to a 4 – 8 digit PIN of your choice. Once set, the PIN will be requested whenever the device is switched on. It is highly important to set this PIN so that if the device is lost costly fraudulent calls are kept to a minimum. In

the event that a PIN code is forgotten (after 3 attempts the SIM will be blocked to a higher security level) then please contact ICT Servicedesk for assistance.

A Voicemail PIN should be set up by every user. To set up your Voicemail PIN, please call 121 from your mobile and then press option 4. Please note that the default PIN code is '3333'.

The loss of devices that can send, store and retrieve email or access University of Bradford information systems (including iPhones; Blackberry's®, laptops and netbooks etc) has potentially serious repercussions for the University of Bradford because of the sensitivity of the information that may be stored on them.

Sensitive, confidential or otherwise valuable information **should not** be permanently stored on mobile communications devices.

All losses of mobile data devices **must** be reported to ICT Servicedesk immediately. ICT Servicedesk will arrange to have a special "kill" message sent to the device, which will disable it and, where appropriate, wipe all of the information contained on it. If the loss is discovered out of hours, it **must** be reported to the Vodafone Customer Services team immediately, on 03333 044444, to ensure that the "kill" message is sent to the device immediately. ICT Servicedesk should be contacted as soon as possible within working hours to report the loss, in order that a replacement unit can also be arranged.

University of Bradford-provided devices may be used by designated users **only**. The University of Bradford Policy and Code of Practice on the use of Electronic Communication applies to these devices - users should be aware of their responsibilities under this Policy and in particular should note the University of Bradford policy relating to passwords, PIN codes and encryption on mobile devices, and ensure that the password associated with the device is known only to them and not divulged to any unauthorised person.

6. PERMITTED USE OF MOBILE COMMUNICATIONS DEVICES

Mobile phones are provided for use while on University of Bradford business. Please note our mobile telephony contract is with Vodafone Corporate via the OGC Buying Solutions Framework Agreement and that contracts with other providers are not permitted. The mobile device is the property of the University of Bradford and should normally be used for legitimate business purposes only. However, it may be necessary from time to time to make a personal call or send a personal text message. Users will be required to identify such personal use from the associated quarterly invoice, and will be expected to pay for this use at the relevant tariff, by means of direct salary deduction. Please see section 4 above on Split Billing.

Communications devices capable of transmitting and receiving data information, such as Smartphones, should only be used for the purposes for which they were supplied.

Users **must not** use, try to use, or let anyone else use staff mobile communications devices for:

- Anything that is illegal or immoral;
- Making offensive, threatening or harassing calls;
- Use of the Short Message System (SMS), multi-media messaging or email to send or receive inappropriate or offensive remarks, graphics or images;
- Use in contravention of Regulation 104 of the Road Vehicles (Construction & Use) Regulations, 1986; i.e. using a mobile phone whilst driving.

The sending or receiving of SMS text messages for the purposes of downloading, or otherwise accessing, ring tones, games, commercial competitions, sports report services and other non-business related activities or applications is **not permitted**. It should be noted that many of these services operate on an on-going subscription basis, **and can be charged at anything up to £5 per item**. Users should always consult their line manager before sending any SMS text message to a commercial service. Note that it is the responsibility of line managers to monitor invoices for such usage and failure to do so will result in the line manager's cost centre or the end user bearing the costs of any such activity.

The quarterly billing summary of all calls made from each handset includes details of this type of activity, and is supplied to the University of Bradford School/Departmental billing contact.

Voicemail is automatically provided on all mobiles. Voicemail greetings should be personalised with a suitable message inviting the caller to leave a message. To record a personalised message please call Voicemail by dialling 121 from your mobile and then press option 3.

When visiting public sites, users should be aware of, and respect, local policies regarding the use of mobile communications devices. For instance, it may be necessary to switch such devices off in Hospitals, Courts etc. If in doubt, local staff will be able to advise on local policies.

Mobile communications devices should be securely stored when not in use. Handset covers provide a degree of physical protection and can be provided with mobile handsets. Users may be liable for repair or replacement costs, should their handset be damaged or lost. Any such damage should be reported to the line manager, and to ICT Servicedesk

All phones supplied to the University of Bradford are, by default, enabled to make international calls while in the UK and make or receive any calls whilst abroad. If you are in any doubts as to coverage in the country you intend visiting please contact ICT Servicedesk for further details. While there is no cost for allowing international access, it should be noted that it is expensive to both make **and receive** calls whilst abroad. More information is available from ICT Servicedesk

Users of mobile data **must** contact ICT Servicedesk before travelling abroad in order to arrange for an appropriate roaming data bundle to be added to the device. When calling please have at hand details of destination, length of trip and anticipated mobile data usage.

7. HEALTH & SAFETY

From 1st December 2003, it is an offence to use a mobile phone or similar device whilst driving, if the device has to be held in doing so; this includes the cradling of the device between shoulder and ear. Amendments to this legislation, enacted in 2005, mean that a convicted offence will attract a fixed penalty of £60, and a 3-point license endorsement.

The only statutory exemption relates to emergency calls made to 999, which will be permitted **only** where it would be unsafe to stop before making the call.

The Highway Code makes it clear that drivers should **never** use a hand-held mobile phone unless either a suitable cradle and earpiece or a fully installed car kit is used.

There is scope for the police to charge a driver with failure to have proper control of their vehicle, or with careless or even reckless driving, if they are seen not to be paying proper attention whilst driving. The penalties for these offences range from endorsement of licences, through disqualification from driving and even imprisonment in the most serious cases.

Any penalty imposed as a result of a successful prosecution for having insufficient control of a vehicle while using a mobile phone, will be the responsibility of the driver. The University of Bradford accepts no responsibility for the payment of fines or other penalties imposed as a result of any such prosecution.

In light of the above, staff **must never** read or send text messages or e-mails when driving, and must ensure that calls are only made or received when safe to do so.

Should they have an accident whilst using a mobile phone when driving on University of Bradford business, users should note that their private motor insurance will be expected to meet the costs of damage repairs and any personal injury claims that arise.

Mobile phones must not be used whilst operating machinery of any kind (other than when driving a car, as mentioned above).

8. PRIVACY

Mobile telephony usage is monitored and audited on a regular and ongoing basis.

Quarterly itemised invoices are produced in respect of each phone number. These are provided to designated administrators within each department.

All calls from mobile phones are logged and can be traced by Vodafone, and this function can be invoked at any time should misuse of a handset be suspected.

Given that the device is provided for use on University of Bradford business, there should be no expectation of privacy in anything created, stored, sent or received using University of Bradford equipment.

Breaches of the Terms of this Policy

Breaches of this Policy will be viewed seriously and may result in action being taken under the University of Bradford Disciplinary Procedures.

9. APPENDIX 1: TARIFFS

As of January 2011, basic charges for University of Bradford-provided mobile phones will be as follows:

Description	Cost
Basic handset (e.g. Nokia C1-02)	£50 + vat
Monthly line rental	£2.00
Mobile Contract duration	24 months
Calls – to other staff mobiles	3ppm
Calls – to landline (UK local/national – 01, 02)	2.7ppm
Calls – to other Vodafone (UK only)	3ppm
Calls – to 3 Network	14.4ppm
Calls – to other mobile networks	9.4ppm
SMS	3.5p per message
Voicemail	FOC

Pricing information for other handsets, accessories and services is available from the ICT Servicedesk.

10. APPENDIX 2: RESPONSIBILITIES LIST

Process	Responsibility
Equipment /Additional Equipment Request	User / Line Manager
Completion of online form	User / Line Manager
Ordering & delivery	ICT Servicedesk
Equipment delivery	ICT Servicedesk
Payment authorisation	Line Manager
Delivery of Equipment to End User	ICT Servicedesk
Mobile Device Acceptance Form	User / Line Manager
Support of Equipment	ICT Servicedesk
Monitoring Usage	Departmental Account Co-ordinator

Process	Responsibility
Equipment End of life / Staff leaving notification	Line Manager
Collection / Return of device	ICT Servicedesk / User