

B4006 – MOBILE DEVICES

PROCEDURES

1. Where possible, individuals should use their normal workstation equipment to place telephone calls, deal with email, and use business applications and services (web-based and non web-based).
2. An individual who requests the use of a mobile device must submit a Mobile Device Acquisition Form to the IT department (Appendix I). The request must be signed by a Dean or Director and a SLT member, and the form must specify the applicable acceptable user category.
3. Upon receipt of their phone, users must sign the Mobile Device Release Form (Appendix II), acknowledging the responsibilities associated with receiving their phone and adhering to College policies relating to use.
4. The College is not responsible for providing or replacing any accessories for a mobile device.
5. The user will not attempt to tamper with the operating system or with codes not supported by individual vendors that supply the device.
6. Users must have a password for access to the device, must enable encryption of the data on the device, and must allow for remote wiping of the data.
7. It is the responsibility of the user to take security measures against the device being affected by malware and other malicious software.
8. IT will only support College-owned mobile devices.
9. IT will not support applications that are not a part of the mobile device's core operating system and are not for business use.
10. For security compliance, IT will manage mobile devices through enterprise mobile device management tools.
11. When a user leaves the College, they must return any College-owned mobile device to their manager or to IT. Failure to return a device will result in a replacement cost being charged to the faculty or staff member's home department.
12. Under certain circumstances, when a user leaves the College they may make arrangements with their manager to keep their mobile phone number and/or transfer their data plan.
13. IT will wipe data on lost and returned devices, including any personal data allowed under incidental personal use.
14. Users are responsible for backing up mobile device data and transferring data to new mobile devices from old devices during a device upgrade.

15. The College will determine the models of mobile devices that are available. Users may specify which mobile device they would like to acquire from the approved list.
16. The primary purpose of a College-owned mobile device is to support the business needs of the institution. Therefore, with the exception of incidental personal use, College-owned phones must not be used in support of other business activities (e.g., providing private consulting services, supporting the needs of other organizations, etc.).
17. The College will pay the established base cost for an equivalent College-approved mobile device for users who wish to purchase their own mobile device provided the user has been approved by their Dean or Director and a SLT member. For example, if a user who fits within one of the acceptable user categories wishes to buy their own smart phone, the College will reimburse the individual for the base cost on a predetermined schedule to be established with the applicable Dean, Director or SLT member.
18. College-owned mobile devices may be upgraded to a newer unit on a replacement cycle determined by the IT Department. Users who feel their unit no longer meets their current business requirements must have their manager submit a supported request on their behalf to the applicable Dean, Director or SLT member justifying an upgrade. If the upgrade involves additional cost, the applicable SLT member will be asked to approve the upgrade, with the upgrade cost covered by the requesting department.

Appendices

Appendix I – Mobile Device Acquisition Form

Appendix II – Mobile Device Release-to-Employee Form

Appendix I – Mobile Device Acquisition Form

REQUEST

Acceptable User Category (check all that apply)

- Employee role is regularly required to be in contact with others when away from their normal work location, or outside of normal hours from off campus.
- Employee role is involved in evaluating, implementing, supporting or delivering educational content via mobile device technology.
- Employee role is required to support key College processes or infrastructure in the event of an emergency.

Acknowledgement

The undersigned acknowledges that:

1. I have read and understand the Mobile Devices Policy and its Procedures.
2. I agree that I am responsible for all charges associated with personal use when the invoice exceeds the base cost associated with the phone.

Employee Name

Employee ID

Department

Dean or Director

Employee Signature

Signature

SLT Member

Date

Appendix II – Mobile Device Release-to-Employee Form

I understand that the mobile device and/or accessories provided for my use are the property of Langara College. I agree to abide by the terms of B4006 – Mobile Devices Policy and its Procedures.

Acknowledgement

The undersigned acknowledges that:

1. I have read and understand B4006 – Mobile Devices Policy and its Procedures.
2. I am responsible for any damage to or loss of the assigned mobile device.
3. I agree to be responsible for any charges associated with personal use that exceeds the base cost of the plan associated with the mobile device.

Employee Name

Employee ID

Department

Mobile Device #

Employee Signature

Date