

Mobile Phone Procedure



Prepared by position
Approved by position
Functional area
Date adopted
Review date

Manager Business Transformation
Director Corporate Services
Business Transformation
28 February 2019
28 February 2023

Intent of the procedure

The purpose of this procedure is to support implementation of Council's [Mobile Phone Policy](#), which sets out how mobile phone services will be provided to support service delivery at the Northern Grampians Shire Council, to ensure that all activities:

- meet the needs of service provision
- are cost effective
- minimise the risk of unauthorised access to Council data
- support the Business Transformation Strategy
- are consistent with Council objectives.

Actual procedure

Council's aim is to migrate to a Bring Your Own Device (BYOD) mobile phone service.

Options that fairly compensate employees and safeguard Council from overspending, providing a win win situation for both Council and the person, will be developed by the Manager Business Transformation. These will be based on usage levels and comparison costs to Council.

The options will be available for the incumbents to choose from, according to the needs assessment for the role.

Role assessment

All Council roles must be assessed for the need of a mobile phone to support service delivery. Roles will be graded either high, medium, low or no use, either with or without data, depending on allocation of other Council mobile devices. The assessment will be undertaken by the person's manager in conjunction with the Manager Human Resources. In the case of a dispute, the Director Corporate Services will be consulted, to make the final decision.

The assessment will take into consideration the factors as specified in the assessment criteria detailed below:

- is out of business hours contact an expectation of the role?
 - is field work a high, medium, low or not part of the role?
 - is customer contact from outside of the office buildings required as part of the role?
 - is the main need for receiving calls, making calls or both?
 - is internet access required on the phone for the role?
 - what other Council mobile device(s) are allocated to the role?
-

The assessment outcomes will be recorded in the *Mobile Device Assessment Summary* by the Manager Human Resources, and be reviewed annually, or earlier as required by changed circumstances, and updated on creation of a new role.

Service options

Employees electing to participate in the BYOD service provision will have options available to select from, according to the assessed need level for their role.

Options will fall into one of the following categories:

- a Council sim being provided for use in a personal phone
- a monthly allowance paid for Council business use of a personal phone (Councillors only)
- a fortnightly allowance paid for Council business use of a personal phone (employees only)

Due to the nature of the roles, Councillors, the Chief Executive Officer and Directors may elect to have a suitable smartphone provided by Council, with either a Council provided sim or their own sim.

In the case of any other person not being willing to participate in BYOD, a Council owned 'dumb' phone will be made available for business calls only.

The Business Transformation team will source and provide 'dumb' phones. Their use is subject to Council's [ICT Acceptable Use Policy](#) and will be monitored to ensure business use only. Private use may be billed back to the user, and any misuse may result in disciplinary action.

Where there is no business case for an employee to have a mobile phone for business purposes and the employee chooses to use their personal mobile phone, they do so at their own discretion and no contribution will be payable.

Option details are as follows:

Option code	Description	Details	Fortnightly Allowance	Annual Allowance
SIM	BYOD and Council sim	Council provided sim for use in BYOD. Unlimited calls plus 1GB data. Excess data for private use may be billed to user. Only available for assessed high business users, but not suitable for users with high private data requirements.	n/a	n/a
H	BYOD and personal sim	High use. Allowance paid to user.	\$16.50	\$429.00
M	BYOD and personal sim	Medium use. Allowance paid to user.	\$7.50	\$195.00
L	BYOD and personal sim	Low use. Allowance paid to user.	\$4.00	\$104.00
DP	Dumb phone	Council provided dumb phone and sim for business use only. Use will be monitored and private use may be billed back to user.	n/a	n/a

Note: Anyone on a Council SIM option would be expected to use their mobile phone for all business calls.

Reasonable voice message

Where a person participates in BYOD they must have a 'reasonable' voice message as part of the agreement, that clearly states their name and that the missed call will be returned.

Security

If use of the BYOD includes access to Council systems or data the device must have adequate locking functionality setup (either pin or pattern - depending on device type), and remote device management.

Council's remote device management tool is Airwatch, which is designed for use with a BYOD environment. The management software manages corporate data only and cannot interact with, or record, personal data or usage on the device.

Council's ICT team are available to assist with setup of these functions, however the responsibility to select, source, purchase, maintain and replace the BYOD phone remains with the device owner, not Council. Assistance should be requested by submitting a Merit ICT Helpdesk Request.

Whether a BYOD or Council phone, ICT must be notified immediately if a phone is lost.

Privacy

Participants in Council's mobile phone service delivery who do not want their personal mobile number available to the public can set their deskphone to divert to their mobile, block their number displayed, and select to omit their mobile number from their email signature.

Agreement

All participants in Council's mobile phone service delivery will be required to sign the appropriate acceptance form.

It is the responsibility of all users to advise their supervisor if they believe their phone use requirement has either increased or decreased, compared to their agreed assessed usage level.

Migration

On adoption of the Mobile Phone Policy and completion of the role assessment, anyone assessed as requiring a mobile phone for Council business use may elect to migrate immediately to a BYOD option available to their assessed level of need.

Anyone that does not choose to migrate immediately will be required to make a choice under this procedure at the time that their current mobile phone is up for replacement.

Any new employees will be required to participate in BYOD as per the policy.

Implementation

On being assessed as requiring a phone for business purposes, a member of the HR team will discuss the assessment and relevant options with the user. On selection of an appropriate option the HR team member will record the details into the *Mobile Device Register* in elementORG which in turn will instigate completion and filing (in the user's personnel file) of the relevant acceptance form, payment of an agreed contribution if applicable, and any ICT actions required.

The ICT actions required will be dependant on the selected service option, including:

- Setup of selected service option:
 1. Set up on BYOD phone with personal sim, or
 2. Organise and set up Council sim for BYOD phone, or

3. Organise and set up 'dumb phone'

and where relevant:

- Airwatch enrollment
- Update of users email signature
- Update of Micollab UCA details
- Transfer of Google 2 step verification
- Device security check
- Cancellation of any services

On migration to a personal mobile phone number, a one month 'crossover' period will be allowed for calls to the current business phone number to be forwarded to the new number, after which time the business phone number will be cancelled.

During this period, it is the responsibility of the user to notify all contacts of the new number.

Responsibilities

The Director Corporate Services is responsible for overseeing business transformation.

The Manager Business Transformation is responsible for the development and operational management of this procedure.

All Managers are responsible for undertaking the assessment for need of mobile phone services for the roles within their teams, and periodic review as required.

The Manager Human Resources is responsible for ensuring that all candidates understand the Mobile Phone Policy and Procedure, if their role is assessed as requiring a mobile phone.

The BT team are responsible for managing Council mobile phone services, including Council sims, dumb phones and assisting BYOD participants with setup of locking and management features if applicable.

Participants of BYOD are responsible for selecting, sourcing, purchasing, securing, maintaining and replacing their device, and advising their supervisor if their usage requirements have changed.

References

[Mobile Phone Policy](#) (EDRMS)

[ICT Acceptable Use Policy](#)

Definitions

BYOD - Bring your own device - the practice of allowing the employees of an organisation to use their own devices for work purposes.

Dumb phone - a basic mobile phone that lacks the advanced functionality characteristic of a smartphone.

Review history

Date	Review details	Action
June 2018	Procedure developed	
February 2019	Procedure finalises	Adopted by EMAH