



Information Systems

Mobile Policy

Purpose of this Document

This document details the policies for providing mobile phones, tablet devices and the mobile services.

This document will be reviewed every 12 months

Author:	Thomas Farrand
Version:	1.3
Date:	15 August 2012

Review/Approval History for this Document:

Organisation	Action	Date
Information Systems Management Team	Provide overall direction for content	November 2011
SMT	Approve document for publication	January 2012

Effective date

The effective date of this policy is 4th May 2012.

Document Control:

Version	Author	Date	Version details	Reviewer	Date
1.0	Thomas Farrand	27/10/2011	Internal draft	Mike Day, Matt Mason, Peter Nicholson, Diane Stow, Jon Higton	21/11/2011
1.1	Thomas Farrand	20/01/2012	Internal draft	Mike Day, Matt Mason, Peter Nicholson, Diane Stow, Jon Higton	20/01/2012
1.2	Thomas Farrand	04/05/2012	Published draft	N/A	04/05/2012
1.3	Thomas Farrand	15/08/2012	DSE update	James Corbett, Mike Day, Jon Higton	15/08/2012

Contents

Review/Approval History for this Document:.....	2
Effective date.....	2
Document Control:	2
Contents.....	2
1.0 Glossary	4
2.0 Policy Statement.....	4
3.0 Aims.....	5
4.0 Standard Mobile Offer	5
5.0 Eligibility	6
6.0 Use of Personal Devices.....	6
7.0 Responsibilities.....	6
7.1 Individual Mobile Users	6
7.2 Colleges, Schools and Professional Services	8
7.3 Information Systems.....	8
7.4 Mobile Supplier / Network Provider.....	9

Mobile Policy

7.5 Equality and Diversity Assessment9
7.6 Policy Implementation and Review10

1.0 Glossary

This glossary is intended to provide you with an easy to understand explanation of common terms used in this document. Note that this glossary does not provide legal definitions.

Mobile Device	The term mobile device (also known as a handheld device, handheld computer or simply handheld) is not limited to mobile phones. It refers to a small, hand-held computing device, typically having a display screen with touch input and/or a miniature keyboard. Smartphones, PDA's and tablet computers are all regarded as mobile devices.
hand-held device	A hand-held device is something that 'is or must be held at some point during the course of making or receiving a call or performing any other interactive communication function'. Examples of interactive communication functions are sending and receiving spoken or written messages, sending or receiving still or moving images and providing access to the internet.
hands-free device	A hands free device is an apparatus used in conjunction with a mobile phone that permits the user to talk on the phone without holding it
Data Plan	Data plans cover the service that enables you to send and receive data on your smartphone, or other mobile device. A mobile data plan from your network provider, for example, allows you to access the 2G, 3G or 4G data network to send and receive emails, surf the Internet, use IM, and so on from your mobile device. Mobile broadband devices such as mobile hotspots and USB mobile broadband modems also require a data plan.
IS Acceptable Use Policies	http://www.ntu.ac.uk/information_systems/policies/index.html
Root/Jailbreak a device	Jailbreaking/Rooting, is a device hack that provides users with unrestricted access to the entire file system of their mobile device. <ul style="list-style-type: none">○ Jailbreaking/Rooting can seriously damage the device and you may be more vulnerable to malicious apps and stability issues.○ You may potentially be violating your license agreement with your network carrier and/or device manufacturer.

2.0 Policy Statement

Mobile devices have become a common possession, and are increasingly complex and sophisticated. Many people view them as an essential part of modern life. The University recognises that to ensure the most effective running of services, communications and business activities, it will be necessary for some staff to have access to a mobile device. This policy and related procedures should be applied consistently to ensure the correct use of University funds in relation to the procurement, maintenance and payment for this facility.

3.0 Aims

In particular, this policy aims to:

- Provide mobile devices that support University business, and facilitate a flexible working environment, allowing people to access essential services whilst away from their desk. E.g. Email, Calendar, Instant Messaging, Documents, and Business Apps, etc.
- Give Colleges, Schools and departments clear choices of mobile device according to business and individual needs.
- Radically simplify administration, whilst including clear value added services, via online ordering and point billing.
- Deliver mobile internet and email to those that require it, and to provide options for call time and texts appropriate to varying business needs (e.g. low call user, high call user and international user).
- Be responsive to changing needs and technical advances, including a clear upgrade option after 2 years (on contract renewal).
- Allow limited personal use, provided contractual limits/costs are not exceeded (Staff should be aware that itemised bills can be obtained by the University which do list what numbers have been dialled).
- Set expectation as to recovery of personal-use costs, if contract limits are exceeded.
- Create a clear, simple framework for use of personal mobiles whilst on university business or accessing university services.
- Act as an enabler for future unified communications.

4.0 Standard Mobile Offer

- The University's standard mobile offer (subject to procurement and detailed contract provision) is:
 - A choice of data plans with an option of unlimited internet.
 - Handsets that are Wi-Fi enabled to help reduce network data costs.
 - Choice of monthly inclusive minutes and texts appropriate to individual business needs.
 - Choice of handsets appropriate to individual needs (e.g. 'best for battery life', 'best for email', overcoming equality and diversity issues, etc.).
 - Clear costs to help Colleges, Schools and professional services departments plan their budgets accordingly.
 - Handset upgrade available every 2 years on contract renewal.
 - 24/7 online support.

Mobile Policy

- Direct college/school/department billing.
- Online ordering.
- Options for specialist or bespoke devices in support of teaching, learning, research and/or service requirements.
- Insurance and mobile replacement service.

5.0 Eligibility

Mobile services allocation may be considered for staff with requirements or roles that fall into one or more of the categories listed below. In all cases, the job description for the role concerned should be consulted if there is doubt regarding the requirements of the role. Note that staff in any of the categories listed below are not automatically entitled to mobile services and that there may be compelling reasons for the provision of mobile services for staff outside these categories. In all cases, the final decision will rest with the member of staffs Head of Department.

- Staff who are not desk based and work across the campus
- Staff in 'lone worker' positions, either within or outside normal office hours
- Staff who work in confined spaces and may require communication for safety reasons
- Staff who are field based or away from their regular office for more than 40% of working time

Reasons for mobility requirement should include:

- Staff who need to be contacted when travelling or away from their regular office
- Staff in vulnerable positions where communication is required for safety
- Staff who need e-mail communication or other mobile applications in order to carry out their roles
- Staff whose roles require them to work flexibly

6.0 Use of Personal Devices

The University allows the use of personal mobile devices for University business on the following conditions:

- Apart from in exceptional circumstances and at line manager's discretion, the use of personal mobiles is a personal choice for personal convenience and the University will not reimburse any fees or charges relating to business use.
- Whilst using a personal mobile for business use, colleagues comply with the personal responsibilities outlined below with regard to safety and security.

7.0 Responsibilities

7.1 Individual Mobile Users

Individual mobile users are responsible for the following:

Mobile Policy

- Ensuring that mobiles and tablet devices used on University business are used safely by:
 - Having due regard for the device manufacturers health and safety advice and information which is supplied with the device packaging.
 - Portable touch screen tablet devices, smartphones and other mobile work devices are provided as assistive technology only and are not designed to replace or take the place of the standard workstation. Staff are advised to follow the manufacturer's health and safety guidelines, NTU policies and advice from Information Systems in the use of such equipment. Important considerations include time used and breaks, posture, screen contrast and use in bright sunlight, cleaning, transport and the addition of separate input devices. In all cases if staff experience blurred vision, discomfort in the hands, arms, shoulders, neck or other parts of the body they should stop use and refer to their line manager at once.
 - Nottingham Trent University is committed to reducing the risks which our staff face and create when driving or riding for work. We ask all our staff to play their part, whether they use a company vehicle, their own or a hire vehicle. Staff should not use mobile phones or hands free units to make or receive calls, send or read texts, emails or otherwise use a mobile phone whilst driving on university business. Persistent failure to do so will be regarded as a serious matter (the University does not need, expect or encourage users to operate a mobile whilst driving).

- Ensuring security of the mobile and its data by:
 - Using the mobile lock mechanism (i.e. using the password, PIN, pattern or similar log-on) when the mobile is not in use.
 - Ensuring that a remote tracking and data deletion service is installed and operative, where available for the device type (The University reserves the right to remote wipe all data and settings including contact information in the event of a security breach or loss of the device).
 - Complying with the University's Computer Use Regulations, in particular notifying the loss of any mobile device used for University business or loss of related data to the Information Systems Security Manager.
 - Never accessing NTU resources with a mobile device (personal or University owned) that is known to have been: hacked, chipped, rooted, jailbroken or undergone any other such modification not authorised or supported by the manufacturer that could undermine the security or integrity of the device. If a user has rooted/jailbroken a university provided device this will be regarded as misconduct and disciplinary procedures may follow.

- Ensure Mobile Phones are used in a Courteous manner:

Mobile Policy

- Mobile phones should be switched off during meetings, lectures, seminars, training courses etc. except in very exceptional circumstances where it is vital to make or receive an urgent business call. In such circumstances you should adjust the phone to 'silent' mode and alert colleagues to the fact an urgent call needs to be made or is expected.
- You should take due care of the phone at all times so that it is kept in good working condition. Any damage or theft/loss of the phone must be reported immediately to your line manager, the mobile provider and the Information Systems Security Manager.
- Identifying and paying for any personal usage beyond contractual limits relating to call minutes, texts, data, applications or other mobile services.
- Device Wi-Fi should be used, when available to avoid them exceeding data limits.
- Surrendering the handset on change of mobile contract, ceasing to be employed by the University or as otherwise required by the University.

7.2 Colleges, Schools and Professional Services

Colleges, Schools and professional services are responsible for:

- Determining and periodically reviewing the need for mobile devices, setting aside sufficient budget provision.
- Authorising and ordering from the online service against College/School/service budget.
- Paying bills in line with contractual obligations.
- Recovering personal usage costs from individual mobile users where mobile contract limits are exceeded.
- Reporting supplier poor performance.
- Ordering only from the University's preferred and contracted supplier, unless there are exceptional circumstances and in agreement with Information Systems.
- Ensure that all staff is made aware of and adhere to the Users responsibilities outlined in this document.

7.3 Information Systems

Information Systems are responsible for:

- Establishing a contract with an appropriate supplier in conjunction with Purchasing. The contract will be mindful of the supplier's credibility in the following areas:

Mobile Policy

- Working ethically and sustainably.
 - Mobile coverage in the UK and with international roaming partners.
 - Range of inclusive enhanced and value added services, which should aim to encompass a strategic partnership approach leading to opportunities for research, internships, mutual help and advice, etc.
 - Referenced performance against agreed service levels and commitment to year-on-year cost/price reduction.
 - Ability to demonstrate continuing Value for Money throughout the life of the contract.
- Working with the supplier to establish the required online services and service levels.
 - Monitoring contract performance (in conjunction with Purchasing) and managing the supplier and service relationship.
 - Collecting college, school, professional service and individual user feedback and addressing issues and problems arising.
 - In exceptional circumstances, and where there is a clear business case, agreeing procurement of mobiles outside of the University's preferred and contracted supplier.
 - Providing user and connectivity guides.

7.4 Mobile Supplier / Network Provider

- The mobile supplier and network provider (mobiles and network service can be provisioned by a single organisation) is responsible for delivering the required services according to contract.
- The network provider is responsible for providing clear billing information for the following levels:
 - University
 - College/Non College
 - School/Professional Service Department
 - Individual

7.5 Equality and Diversity Assessment

This policy has been assessed against equality and diversity criteria and provides positive benefits in terms of:

- Handset choice to match personal circumstances.
- Delivering a service, which promotes flexible working.
- Accommodating reasonable adjustments.

7.6 Policy Implementation and Review

This policy will be implemented in conjunction with mobile suppliers out of a formal procurement exercise to ensure value for money. It will be reviewed regularly based on user feedback, but in any event six months before the expiry of the incumbent supplier's contract.