Use of mobile devices

Audience
Department-wide

Purpose
This procedure sets the requirements for the use of departmentally-owned mobile devices and the use of Bring Your Own (BYO) devices.

Overview
Employees, supervisors, managers, directors and principals or above must understand their responsibilities when using or approving the use of departmental mobile devices or bring your own (BYO) devices.

Responsibilities

Departmental mobile devices and their services
Supervisors, managers, directors, principals or above must:

- ensure all mobile devices model, serial number and International Mobile Equipment Identity (IMEI) number are recorded in an assets register according to Equipment management for business units procedure or Equipment management for schools procedure
- maintain a local register of individual assignments when a funded mobile device and its service is used by a number of persons
- validate monthly mobile call costs against cost centres for their business units or schools through Infoview website
- ensure the recovery of any mobile device and SIM card allocated to an employee who is leaving the department or moving to another agency to avoid liability for costs
- monitor use according to this procedure.
Bring your own (BYO) personal mobile device

Employees using personal mobile devices to access the department's network including school networks must:

- seek written approval from their manager, director or principal to connect the personal mobile device
- ensure they meet the department's security requirements (see iSecurity (DET employees only) intranet site for details) at a minimum installing, running and updating anti-virus software
- follow departmental procedures, school policies (if applicable), rules on their use and any warnings provided
- accept responsibility for the safeguarding of departmental information stored on a personal mobile device in their care
- operate the mobile device only in areas where the security of the information can be assured, e.g. protect information in a public area where other persons may be able to view screen information
- ensure the device is used in a lawful, responsible and ethical manner
- manage stored departmental information in accordance with the level of sensitivity (i.e. information security classification) of that information
- regularly backup departmental information stored on their device to the department's network or an authorised recordkeeping system
- after performing a backup remove from the hard drive all departmental files (e.g. information, software and applications) from these devices (e.g. computer, laptop, tablet) when:
  - it is no longer required for departmental work purposes
  - leaving the employment of the department
  - before any exchange of equipment under warranty or for repair, or
  - before disposal of the device
- ensure all software and other material on the device complies with licencing, copyright and any other intellectual property requirements
- understand that their supervisor, manager, director, principal or above may restrict or deny access to the department's network by any personal mobile device used on departmental premises (e.g. school, central office)
- understand that the department may conduct security audits, assessments and scans of any personal mobile device connected or proposing to connect to the department's network if at any time the security of the network is at risk.

Process

Departmental mobile devices and their services

Department funded mobile devices, voice, email and data access is provided to employees for officially approved departmental business with limited personal use.

The provision of a mobile device and related services is provided to employees subject to:
• Director, principal or above approving the purchase based on the requirements of their role
• The service being purchased only through Service Centre Online (DET employees only)
• Usage complying with Mobile devices and services - Conditions of use.

Bring your own (BYO) personal mobile device

The department allows access to its ICT systems and networks by employee's personal mobile devices subject to certain conditions. Where available, employees are to consider the use of ICT facilities and devices provided or made available for use by the department.

The department does not accept liability for any loss or damage suffered to personally owned ‘BYO’ devices as a result of using the department's ICT facilities, systems, network or services and is not responsible for any repairs or maintenance. The department does not provide any technical or software support to an employee's personally owned device.

The department reserves the right to remove or delete data with an information security classification of Protected or Highly Protected that is stored locally on personally owned devices. Upon employee exit from the department, the department reserves the right to remove all departmental data from personally owned devices.

It is strongly recommended schools utilise mobile device management to ensure all mobile devices are administered in accordance with departmental policies.

Student use of BYO personal mobile devices within schools

A principal may approve student use of personal mobile devices to access the school/department’s network.

• This access to the network is to be provided only if the device meets security requirements (see iSecurity (DET employees only) for details).
• Schools approving student access to the school/department’s network must also develop appropriate programs, policies and procedures. See Advice for state schools on acceptable use of departmental ICT facilities and devices.

Definitions

<table>
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<tr>
<th>Employee</th>
<th>Any permanent, temporary, seconded or contracted staff member, contractors and consultants, volunteers who assist staff with their professional duties, or other person who provides services on a paid or voluntary basis to the department that are required to comply with the department's policies and procedures. Within schools this includes principals, deputy principals, heads of departments, heads of curriculums, guidance officers, teachers and other school staff who use information and communication technology.</th>
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<tr>
<td>Mobile device</td>
<td>A portable computing or communications device with information storage capability that can be used from a non-fixed location. Mobile devices include mobile and smart phones, laptops, notebooks, tablets, personal digital assistants (PDA), eBook readers, game devices, voice recording devices, cameras, USB drives, flash drives, DVDs/CDs or hard drives.</td>
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<tr>
<td>Device Type</td>
<td>Description</td>
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<td>Personal mobile device</td>
<td>A mobile device owned wholly by the individual or employee and not by the department, or whereby the mobile device is being paid for by the individual under an arrangement with the department where at the end of the arrangement the individual will personally own the device.</td>
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</tbody>
</table>

**Legislation**
- Nil

**Delegations/Authorisations**
- Nil

**Related policies**
- [Information and Communication Technology (ICT)](http://ppr.det.qld.gov.au) (DET employees only)

**Related procedures**
- Use of ICT systems
- Equipment management for business units
- Equipment management for schools

**Guidelines**
- Nil

**Supporting information/websites**

**Supporting documents**
- [Mobile devices and services - Conditions of use](http://ppr.det.qld.gov.au)
- [Advice for state schools on acceptable use of departmental ICT facilities and devices](http://ppr.det.qld.gov.au)

**Online materials**
- [iSecurity](http://ppr.det.qld.gov.au) (DET employees only)
- Infoview
- [Service Centre Online](http://ppr.det.qld.gov.au) (DET employees only)
Contact

For further information, please contact:

- ICT Sustainability, Digital Transformation
  Information and Technologies Branch (ITB)
  Email: ICT.Sustainability@det.qld.gov.au

Review date

01/11/2018

Superseded versions

*Previous seven years shown. Minor version updates not included.*

1.0 Information Communication and Technology (ICT)

3.0 Use of allocation of departmental funded mobile devices and services
   2.0 ICT-PR-003: Acquiring and using funded mobile phones

* indicates procedures replaced by the Information Communication and Technology procedure in 2014.