

Mobile Device Acceptable Use Guidelines

References:

BP 3720 Computer and Network Use
BP 3901 Electronic Information Security

General Guideline Statement

This District Mobile Device Acceptable Use Guidelines applies to use of Coast Community College District assigned mobile services and District-owned and/or issued mobile devices.

Definitions:

Mobile device: any electronic device with the ability to transmit or receive data, text, and/or voice, via a District-approved cellular network. This includes but is not limited to smartphones, cellular equipped tablets and phablets, laptops, and mi-fi cellular cards.

Communication device: Includes all mobile (cellular) devices as defined above as well as other communications devices including, but not limited to land-line telephones, two- way radios, and pagers.

IT Director: For devices issued to employees located at the colleges, IT Director shall mean the Director of Academic Computing and Support for the respective college. For devices issued to employees located at the District Office, IT Director shall mean the Sr. Director of User Support and Help Desk.

Guidelines

Assigning a District Issued Mobile Device: The IT Director will recommend who qualifies for a District issued cellular device following a District-wide standard scoring rubric. Final determination is subject to a Dean or Division Head's review and approval. A user who qualifies for a device may not automatically be assigned a device at the discretion of the Dean or Division Head, as individual needs and departmental resources may vary. The IT Director, with input from the leadership within the College and District Office, will determine device assignments offering users choices where possible.

Single Mobile Device Assignment Guidelines: With proper authorization, a District employee may be issued one (1) mobile device with enabled cellular service. Employees needing to connect multiple devices to either the Internet or a cellular service provider should work with their IT Department for alternative solutions and technologies. Such technologies may include smart phone tethering or a temporarily assigned Mi-Fi access point. Exceptions to the restriction to the issuance of a single mobile devices shall be approved by the College's Vice President of Administrative Services or at the District Office, by the Vice Chancellor of Administrative Services.

Records Management of a District-Assigned Mobile or Communication Device All District device service usage detail records produced by assigned mobile devices are property of the District and managed by the District. Usage summary reports (i.e. number of minutes or GB of data used) are

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available to supervisors and are periodically reviewed. Detailed usage reports are available to any supervisor upon request by contacting the IT Director who will secure approval from District Human Resources.

Acceptable Business Use of District Issued Communication Devices If the District Mobile Device Acceptable Use rubric scores a District employee as qualifying for a District-Issued Communication Device, the Employee's IT Director, Dean or Division Head will review. If the Employee's IT Director, Dean or Division Head concurs that an employee need exists, she or he may authorize a District issued communications device to be provided by the IT Director. The District understands that some minimal amount of personal use of a District provided land line or cellular phone is inevitable. However a District mobile device is intended for business use only.

Personal Communications Devices and District Business If a user elects to use his or her personal device for District business, he/she may do so. The District does not offer per-call reimbursement or stipend a user for personal monthly cellular service usage.

The District's Mobile Device Security Standard may be found on <https://navigator.cccd.edu>. The Security Standard must be adhered to by all District-Issued Mobile Devices and their Users at all times.

District-Issued Services on Personal Communication Devices: If an individual elects to attach a personally owned communications device to a District IT system, such as District operated email systems, he/she is required to adhere to the Mobile Device Security Standard found at <https://navigator.cccd.edu>.

Mobile Device Upgrade Frequency and Schedule Guidelines

District owned mobile devices may be upgraded two years from original purchase.

If a business need exists that requires the device to be upgraded sooner than two years, the employee may discuss initially with their IT Director, and then with their Dean, or Division Head.

If the device is broken or otherwise inoperable and no device that is capable of performing similar District business is available at Excess Property, the IT Director may recommend an upgrade.

A District employee wishing to upgrade their assigned cellular device may not use another employee's cellular device upgrade schedule to upgrade their assigned cellular device.

The District will not be responsible for any maintenance, 3rd party products such as Bluetooth devices or any communications options. The employee will be required to adhere to all usage limits and policies outlined in the section labeled "Personal Use of District-Provided Communications Devices" including reasonable usage and usage reimbursement provisions.

Mobile Device Recycling and Reuse

The IT Director will maintain an inventory of all District owned cellular devices available for either repurposing, recycling, or reuse.

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If a new communications device is replacing a pre-existing communications device, the pre-existing communications device must:

Be “reset to factory defaults” and free of all District confidential, sensitive, and all personally identifiable information. This should be completed by the user, then verified by the IT Director prior to when the new device is assigned.

Damaged, Lost or Stolen District Issued or Personally Owned Communications Devices

Employees in possession of District issued communications devices are expected to secure the equipment from loss or damage. If the cellular device is stolen call the local police department or if on campus, call the Campus Safety. Immediately afterwards, the employee should contact the IT Director, explain the loss, and use outlook web access (OWA, <http://owa.cccd.edu>) to remotely reset the cell phone to factory defaults (remote wipe the device). For assistance they can contact the District IT Helpdesk. District issued devices that are lost, damaged, or cease to function will be replaced with a device that is capable of performing similar District business as the original device. There is no guarantee that such a replacement device will be the same make or model device that was lost or damaged. Under circumstances where it is determined that the employee is responsible for damaging or misuse of their issued communications device, disciplinary action may be taken.

Mobile Devices and Services Billing for mobile devices and services will be coordinated by the College’s Business Office and/or District IT.

Compliance

All District employees issued and accepting District mobile devices and services will be expected to maintain compliance with the District Mobile Device Acceptable Use Policy.

The IT director will notify the Employee if there appears to be a compliance concern occurring, so the Employee may rectify any inadvertent breaches of policy expeditiously.

Any apparent criminal compliance concerns will be immediately brought to the attention of District HR and reported to the relevant IT Director.

Mobile Device and Communication Service Records Management and Compliance District assigned Mobile Device and service records are subject to regular internal reviews by the District. In addition, external audit requests by public agencies including regulatory and enforcement authorities may occur, and will be fully complied with by the District and its employees in all circumstances. If a District assigned device was used for illegal or unethical activities, the District may pursue an investigation and take whatever action is deemed necessary.

Required Use of Excess Property District-issued mobile devices are District owned property. If the device is no longer needed for District business, it is to be returned to the IT Director.

Resignation or Termination of Employment Upon resignation or termination of employment, employees are expected to comply within 24 hours with the District’s requirement that the District

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issued mobile device be promptly returned and disconnected from any personal accounts. Employees who separate from employment with outstanding equipment debts or incur unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of the loss.

Mobile Device Use while Operating a Vehicle In situations where job responsibilities include regular driving and acceptance of business calls, hands-free equipment may be provided to facilitate the provisions of this policy. Under no circumstances are employees required to place themselves at risk or break the law to fulfill business needs. Employees who are charged with traffic violations resulting from the use of their phone while driving will be responsible for all financial liabilities and associated penalties that result from such actions.

To Whom Does This Guidelines Apply

This guidelines applies to all Board of Trustee Members and employees of the District.

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Rubric

Category	Description
Public Info	Required to closely monitor Social media and Email, especially in times of high activity. Responsible for crafting immediate communications responses, internally and externally, in response to developing situations.
Traveler	Travel that requires a significant amount of time out of the office, off campus or on campus, including travel out of town, cross-campus responsibilities, no fixed office space, etc.
On Call	Individuals who provide on-call support including technical, disaster, safety, Emergency Response, Student Support, physical facilities.
Key Person	Key individual responsible for multiple people, decisions made affect district, colleges, or divisions.

Score	Description
0	Never
1	Rarely, infrequently, once or twice a year
2	Occasionally, semi-regularly, once a month
3	Often, considered part of the job description, once a week or more

A total combined score of 3 or more generally indicates the individual is eligible for a district provided mobile device, subject to budget availability.