Mobile Communication Devices
Policies and Procedures

PURPOSE

This policy applies to all mobile communication devices, regardless of carrier, issued by the University. The purpose of this document is to establish policies and procedures for the acquisition, usage, and management of mobile communication devices.

OBJECTIVES

1. Establish criteria eligibility for requesting a communication device;
2. Establish a clear approval process and ordering procedure;
3. Establish rules for cost-effective and appropriate usage of communication devices;
4. Manage and monitor the cost of communication devices.

1. Criteria for Eligibility

The eligibility of personnel who would be provided with a mobile device will be determined by the unit head that would be responsible for the device cost and usage charge.

2. Approval Process and Ordering Procedure

Approval

The following approvals are required for issuance of a mobile device

• Initial request from unit head.
• President (or his designee)

Ordering Procedure

• The unit head is to initiate a request for service and it is to be forwarded to President for approval.
• Upon approval, an authorization number will be assigned and one of the University’s preapproved plans will be selected. The cost of the new plan will be provided by the Telecommunications Manager to the user and to the unit head responsible for payment.
• Upon being issued the device, each employee shall be required to sign an acknowledgment containing:
  o Agree that the device use is also subject to Acceptable Use Policy and UDC Ethic
Rules;
- An inventory of the equipment issued to the employee, including serial numbers if applicable;
- An acknowledgment that the employee has received, read, and understands the copy of the applicable plan;
- An acknowledgment that the employee has read and agreed to the mobile device policy,
- An agreement that the employee will be personally responsible for any unauthorized additional charges incurred.

- Upon discontinuation of service, transfer of service to another phone, or leaving employment at the University, all assigned equipment must be returned to the Office of Information Technology (OIT) and the inventory will be updated.
- In the event of service problems or intrinsic damage of an employee’s University device, the employee will contact the Telecommunications Manager immediately. Charges incurred for replacement or repair of the defective device will be covered by the respective unit.
- In the event of damage (user-related damage), loss, or theft of an employee’s University device, the employee will contact the Telecommunications Manger immediately. All charges incurred for replacement or repair of the device will be the responsibility of the respective unit.

Selection of Devices

The University will identify the suppliers and units that may be requested. Only those units identified will be issued, unless there are overriding justifications for exceptions.

3. Usage Rules

The individual to whom a mobile device is assigned is responsible for safeguarding the equipment and using University resources efficiently. It is imperative that employees do not incur additional minutes, text, data, or other charges over the given plan. If these rules are not followed, the Director of IT is authorized to revoke the device license, collect the cost of unauthorized use from the employee, and notify the unit head.

- University mobile devices are for official business use. Utilization of University mobile device for personal use is strongly discouraged; personal use should not result in additional charges to the University. Any additional costs must be reimbursed to the University.
  - Employees who accrue additional minute charges over their assigned University plan will be required to reimburse the University, unless it was necessary for business purposes.
  - Employees who accrue additional text/data/other charges over their assigned University plan are required to reimburse the University the additional charges
incurred.

- Employees are prohibited from downloading music, games, and non business applications on a University device.
- Employees are prohibited from making calls that will incur extra charges for the University, including charge based directory assistance such as 411 and (area code)-555-1212; 511, 900, and 976 phone service unless specifically job-related.
- Employees are prohibited from making international calls, unless approved as official University business.
- Violation of Usage Rules may result in loss of mobile device priviledges.

- Employees who are travelling internationally and need to make international calls shall obtain the unit head’ approval and inform the Telecommunications Manager who will switch the user to an international calling plan for the duration of the international trip.

**University Property**

Mobile communication devices issued by the University are University property and the University reserves the right to investigate, retrieve, and read any communication or data composed, transmitted, or received through voice/data services, online connections and/or stored on its servers and/or property, without further notice to employees, to the maximum extent permissible by law.

4. Management of Mobile Device Costs

**OIT Responsibilities**

- The Telecommunications Unit of the Office of Information Technology will maintain an accurate and updated inventory of all mobile devices. The inventory will include the assignee (individual user or organizational unit for shared pools), the assignee’s title, the assignee’s department, the justification, the device type, the service provider, the plan (minutes per month and total cost), the number of the device, and the monthly service cost per individual and any additional charge.

- The Telecommunications Manager will assist with appropriate device usage as may be requested by the unit head.

**Unit Heads Responsibilities**

- Request approval from the President for individual mobile device acquisition and ensure that individuals with University mobile devises have a legitimate business need for these devices.
- Conduct periodic reviews of usage.
- When devices are no longer necessary, the unit head must contact the Telecommunications Manager and request termination of the service and have the employee return the University device.