

**REGIONAL DISTRICT OF OKANAGAN-SIMILKAMEEN
BOARD POLICY**

POLICY: Electronic Mobile Communication Device Policy

AUTHORITY: Board Resolution No. B216/12A dated June 7, 2012.

AMENDED: Board Resolution dated June 18, 2015¹

POLICY STATEMENT

The Regional District provides electronic communication devices and services such as cell phones, smartphones and data cards for Regional District business use to employees and elected officials who require them for work as designated by their Department manager. The Regional District is responsible for paying for all business related costs of these devices. To maintain credibility and the trust of our citizens, it is important these devices are assigned, used and paid for in an efficient, fair and cost effective manner.¹

PURPOSE

To provide the terms by which employees and elected officials with assigned Regional District electronic communication devices and services are to operate and to ensure that these devices are managed and used cost effectively, safely and appropriately.

RESPONSIBILITIES¹

1. The Board of Directors shall:
 - a. Make such revisions, additions or deletions to the Policy as may be required.
 - b. Investigate allegations and inquiries relating to inappropriate conduct by elected officials and the CAO and take appropriate action.
2. The Chief Administrative Officer shall:
 - a. Make such revisions, additions or deletions to the Policy as may be required by law.
 - b. Investigate allegations and inquiries relating to inappropriate conduct by employees and volunteers and take appropriate action.
3. IS Responsibilities
 - i) Ensuring the accuracy of supplier billings
 - ii) Ensuring that the most cost effective plans are being utilized for each device
 - iii) Providing a report highlighting individual bills where there are usage concerns/questions. Focus will be on, but not limited to, bills where excessive costs beyond normal plan costs or obvious personal use costs were incurred
 - iv) Provide primary level Help Desk support for devices
 - v) Assist with the selection of supplier and device type for new/replacement devices
 - vi) Selection of and adjustment to the most appropriate plan
4. Finance Responsibilities
 - i) Ensuring the timely payment of supplier billings
5. Managers Responsibilities
 - i) Ensuring that there is justification for each new device and service and continuing justification for existing devices and services (see 1 Eligibility)
 - ii) Ensuring that each employee with a Regional District communication device is familiar with this policy

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- iii) Review and follow up of items on individual bills where there are usage concerns/questions
 - iv) Ensuring that employees reimburse the Regional District for reimbursable costs
 - v) Ensure that IS has up-to-date and accurate information regarding device owners name and charge to account number
 - vi) Notification to IS if there is a change in device owners employment status
 - vii) Notification and return of device to IS when no longer required. Departments will be responsible for any early cancellation charges relating to the device

6. Users Responsibilities

- i) Complying with this policy and any related procedural documents that may be issued
- ii) Lost, stolen or damaged devices reported to IS Department immediately
- iii) Regular reimbursement to the Regional District for all reimbursable costs (see Reimbursable Costs)
- iv) Showing due care for the devices in their possession
- v) Will act in accordance with the RDOS Communication Devices and Safe Driving Administrative Directive regarding the use of such devices while operating powered vehicles or equipment
- vi) Inform IS Department of potential usage changes (i.e. significant change in text, voice data usage and/or roaming).

PROCEDURES

1. Eligibility - An employee of the Regional District whose manager/supervisor has deemed it a work necessity. Criteria may include but not be limited to (at discretion of manager or higher level senior official).
 - a) Board Chair and Rural Directors
 - b) Job related safety
 - c) Emergency or on-call contact requirements
 - d) Device used to monitor critical equipment
 - e) Considerable time spent out of office with requirement to communicate with staff and/or public
 - f) Improved customer service
 - g) Operational efficiency

Eligibility justification from the manager must be provided in the form of an email to the Manager of IS along with the employee's name, charge to account number, confirmation that the employee is familiar with this policy, type of device required (cell phone vs smart phone), intended use of device and any special considerations/uses that may affect the model of phone or type of plan selected for the device.

2. Electronic Communication Device. A list of approved devices is available from the IS Department.
3. Bring Your Own Device (BYOD)¹. If a staff member requests to use their personal device to connect to the corporate email system, and such action is approved by the department manager and the IS Department, then the following steps are required:
 - a. The user must agree to a Personal Device Usage Agreement.
 - b. Devices that do not have current operating system patch levels will not be accepted for connection.
 - c. It is expected that a user who has been provided with this benefit may also have the data features turned on outside of their scheduled work day. The user will not be expected to respond to work-related emails, calendar, text, etc. unless the user is on call or stand-by or overtime has been approved by the user's supervisor.
 - d. Corporate practices and policies related to computer and mobile phone use including the Information Systems Usage and Social Media Policy apply to the employee's personal phone. This includes but is not limited to the following:
 - i. Users should be aware that Regional District related content on personal devices can be made public through a *Freedom of Information and Protection of Privacy Act* request and in

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- compliance with this legislation. Access to these devices may be requested by the Head of FOI at any time.
 - ii. The agreement would allow the IS Department to control the device and allow remote wipe of it in the event that it is lost/stolen. This will remove all of the user's content.
 - iii. Users must comply with security guidelines as stated in the Information Systems Use and Social Media Policy.
- e. Support
- i. The IS Department will assist employee's in configuring basic connectivity.
 - ii. The IS Department will install any necessary software to enforce security standards.
 - iii. These devices will only be supported by the IS Department on a "best effort" level.
- f. Stipend.
- i. The user is entitled to financial compensation, if the Manager determines a business requirement for a smart phone for electronic communication services (such as voice, email, contacts, and calendar).
 - ii. The stipend rate for the use of a personal device will be determined annually by the IS and Finance Department. The rate will be 75% of the cost to provide a standard device on the RDOS's plan.
4. Non policy information – Additional information re vendor plans, travel options/considerations, usage guidelines, billing access is available from the Systems Administrator.
5. Personal Use
- a. In recognition of the need most users have to take care of occasional personal matters. Reasonable personal use of devices is allowed during business hours provided that it does not interfere with Regional District business.
 - b. Regional District cell phones and smartphones may be used for personal use outside of business hours (see section below)
 - c. Vendor plans provide for usage and services with limits at a fixed cost which is covered by the District. The Finance and IS Manager will determine appropriate monthly cost dependent on position. Any usage and/or services over these limits that are deemed to be personal use are reimbursable costs. Reimbursable costs are to be paid to the District by the user on a regular basis (see reimbursable costs).
6. Travel
- a. Voice (long distance in Canada plus roaming outside of Canada) and texting (outside of Canada) costs are only paid by the Regional District when;
 - i. The calls or text messages are work related
 - ii. If traveling see options for travel packs/bundles from IS Department
 - b. Data roaming costs for smartphones and data cards are only paid by the Regional District when;
 - i. There is a need (managers discretion) to remain in contact with work via email
 - ii. If traveling see options for travel packs/bundles from the IS Department
 - iii. Only reasonable roaming costs will be covered by the Regional District.
7. Reimbursable Costs
- a. Department managers are responsible for ensuring that their employees reimburse the Regional District regularly (minimum quarterly) for all reimbursable costs. Monthly billing review will identify possible potential significant personal use. Employee will be provided with a copy of the bill to reimburse or justify any extra usage.
 - b. Users are responsible for reimbursing the Regional District for their reimbursable costs regularly (at a minimum annually for the previous 12 month period)

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8. Device Use and Freedom of Information¹ – Device use guidelines as stated in the Information Systems Use and Social Media Policy must be followed. This includes, but is not limited to, all guidelines regarding security and access to the device for *Freedom of Information and Protection of Privacy Act* requests.
 9. Non-compliance with this Policy – Failure to comply with any portion of this policy or any future amendments could result in revocation of the District issued cell phone, smartphone or data card and/or disciplinary actions ranging from oral or written reprimands up to and including termination or legal action¹.

RELATED POLICIES

Information Systems Use and Social Media Policy