

Mobile Device Policy

City of Lake City	
CHAPTER: Information Technology	Policy #:
SECTION:	Department: Information Technology
	Effective Date: TBD
SUBJECT: Mobile Devices	City Manager: Paul Dyal
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1. Purpose

The purpose of this policy is to describe the regulations for the use of communication devices, procurement of these devices, business and personal use, department accountability / responsibility and individual responsibilities. A communication device, for the purpose of this policy, is defined as any device that is used, by any measure, to send or receive voice or data transmission, whether wired or not, and includes, but not limited to landline and cellular telephones, and similar devices with communication capability. This policy is also to ensure communication devices are used in the most appropriate manner and to provide guidelines in the acquisition and use of such equipment.

2. SCOPE

2.1 This policy covers all employees and elected officials who use communication devices. This policy ensures operationally responsive and cost-effective use of all communication devices. This policy refers to devices that use a cellular carrier or WIFI supplied and operated by the City of Lake City. City of Lake City employees and officials issued any device(s) as described above must observe and comply with this policy.

The City will provide communication devices to employees, if a valid business purpose has been identified by the employee's Department Director, and to elected officials for business purposes, to be used as communications or computing tools including text messaging. Since their use and locally stored data is subject to the State of Florida's Public Records Laws, there should be no expectation of privacy. Each user is responsible and accountable for the content and use of these tools. Should a personal device be used for business purposes, the employee must comply with public records

laws, including archival of data. Text messages sent or received by an employee that relate to City business are public records, regardless of whether the device is owned by the City or the employee. This software requires a password to access. Each user is responsible and accountable for the use of these devices. Passwords will not be shared and non-City personnel should not be allowed to use these devices. As with all computers, care should be taken to avoid opening spam and / or selecting links. Personal devices may not be connected to City email without review and approval from the department head and the appropriate Information Technology department contact. Except in the event of an emergency, no personal device should be used for City business and likewise personal usage of City-owned devices should be avoided.

3. DEFINITIONS

- Communication Device Administration – The Information Technology Department is responsible for all administrative functions associated with all electronic devices.
- Communication Devices – As used in this document, includes any device that is used, by any measure, to send or receive voice or data transmission, whether wired or not, and includes but not limited to landline and cellular telephones, and similar devices with communication capability.

4. PROVISIONS

4.1 This document supersedes and repeals all other references to mobile devices regarding policy, procedures, and / or regulations and shall be re-assessed as needed to determine its effectiveness and appropriateness.

4.2 Business Use of Mobile Devices

If a valid City business purpose is identified and it meets specific service criteria, City employees and elected official may be eligible to have a City device. However, due to financial constraints, meeting these criteria by itself does not guarantee participation. The Department Director and the Director of Information Technology will process approval requests.

If the use of the device is for after-hours purposes by non-exempt (paid hourly) employees, pre-approval by the Department Director is required to ensure compliance with the Fair Labor Standards Act (FLSA).

All data and usage records contained on City issued devices are subject to public record. The phone number called to/ from, the date and time of the call, and the number of minutes the call lasted is located on the monthly bill. Text messages will be archived.

5. CRITERIA FOR ISSUANCE / APPROVAL OF MOBILE DEVICES

- 5.1 Elected Officials:** Requires ready access to City management and citizens in the conduct of official duties.
- 5.2 Management:** In a managerial role and a critical component of the job responsibilities is to be in contact with staff, citizens, or other management.
- 5.3 Work Location:** The job often takes the employee away from their primary work location to complete work assignments.
- 5.4 Emergencies / Public and Personal Safety:** Participates in emergency response activities and could be called upon to solve critical issues that may arise during the day, or when possession of a cell phone or smartphone device may be necessary for an employee's personal safety.
- 5.5 On-Call:** The employee is either on-call or expected to respond to issues during non-business hours.
- 5.6 Efficiency:** Wireless phones and other wireless communication equipment should be provided to improve customer services and to enhance service efficiencies.
- 5.7 Teleworking:** The employee is working off-site (from home or elsewhere) and needs to be able to conduct City business. Desk phones can be forwarded to the City-issued cell phone.

6. PERSONAL USE OF MOBILE DEVICES

- 6.1** City -owned electronic devices are issued with the intent to be used solely for City business. Only during an emergency event shall any device owned by the City be used for personal use or should any personal device be used for City business. The use of this emergency exception to the policy is meant to be rare, and not to be used instead of having a City-issued device where one has been approved. What is deemed to be an emergency is to be determined by each Department Director.
- 6.2** In the event that a personal device is used for City business, the official or employee shall transfer a copy of the correspondence to their City device for purposes of preserving public records. Employees shall not delete data from personal devices pertaining to City business without effectuating said transfer of information and confirming the same.

7. ELECTRONIC DEVICE ADMINISTRATOR

- 7.1** The Information Technology department is the mobile device administrator.
- 7.2** Requires the authorized City user to sign the employee certification to verify acceptance and understanding of the Mobile Device Policy.
- 7.3** Information Technology monitors and reviews the employee device usage periodically to ensure that use is appropriate and that prudent fiscal management guidelines are followed.

8. RESPONSIBILITIES

8.1 Employee: An overarching concern of the City is the personal safety of staff and the public at large. Therefore, staff and City officials should use proper safety procedures, including hands-free devices, especially while operating equipment, driving on City business, or performing similar duties.

8.2 The employee to whom a device is assigned is responsible for the following:

- Safeguarding the equipment and controlling its use. The theft of equipment should be reported immediately to the Information Technology Department and to the Lake City Police Department for a theft report.
- Only City-issued charging cables and blocks should be used. Off brand cables can damage phones. Devices should never be plugged into a public charging station, as there is a risk of data being removed from the device.
- Reimburse the City for repair or replacement costs of a damaged, lost, or stolen devices, if the damage, loss or theft of the device was due to the employee's negligence (as determined by the Information Technology Department on a case-by-case basis). Devices should always be left in the City-provided case / shell.
- Reimburse the City for unauthorized use, that results in cost to the City. Making calls from outside the U.S.A. (while on leave) is essentially the only way that these costs could be incurred. Usage outside of the country may be very expensive and must be pre-approved in writing by the City Manager.
- Return the device to the Information Technology Department upon termination of employment with the City. Users must reimburse the City for the replacement value if the device is not returned. Reimbursement will be through the City of Lake City Finance Department.
- All upgrades will be handled through the Information Technology Department.

9. Department Directors:

9.1 Ensure that requests for a City-issued mobile device is substantiated by business necessity and approved in advance. Directors are required to share this policy with staff that are issued a mobile device.

10. POLICY VIOLATIONS

10.1 All violations listed below can result in disciplinary actions of verbal / written warnings up to suspension and termination. As elected officials do not fall under the same category as city employees, disciplinary action can include the need to register their personal device with IT in addition to their city provided device, as outlined below.

- City employees failing to utilize the provided device for its intended purpose, including not using the device at all are subject to the disciplinary actions outline above.

- Failure to report a device as lost or stolen to both IT and the Police Department.
- Modification of devices and installation of accessories not provided by IT. This includes all original cases, chargers, and packaging.

11. ADMINISTRATIVE REPEAL

11.1 The provisions contained herein supersede and replace all prior Administrative policies on such devices, including Administrative Directive #19.

APPROVAL

City Manager – Paul Dyal _____