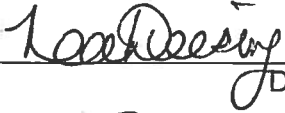





City of Riverside Administrative Manual

Effective Date: 07/2014
Review Date: 06/2016
Prepared by: Innovation and Technology
Department

Approved: 



City Manager

SUBJECT:

Mobile Communication Device Policy

PURPOSE:

To provide guidance for approval, procurement, service activation, repairs, cellular stipend, mobile access to City systems, and personal use of cellular or other mobile communication equipment. This policy has several goals:

- A. Centralize purchasing and management of cellular service through the Innovation and Technology Department (IT) leveraging the City's combined buying power to attain lower cost;
- B. Establish cost effective contracts;
- C. Provide lower cost options to City cellular users;
- D. Measure total cost of service (Citywide);
- E. Standardize equipment to ease support;
- F. Centralize vendor management (single point of contact);
- G. Reduce duplication across departments;
- H. Provide centralized billing/usage data to departments;
- I. Provide the necessary device security and management for the City; and
- J. Allow employees to realize the benefits of the mobile user experience by allowing personal cellular or other mobile devices.

POLICY:

Providing a mobile communications device such as a smartphone or tablet, or allowing a personally owned mobile communications device, with or without a stipend, serves a public purpose by providing employees with the ability to perform job-related duties away from their permanent workstations. It is the intent of this policy to allow the City to manage communications costs in an effective and responsible manner. Based on identified operational requirements and needs, on a department by department basis, designated staff will either be:

- A. Provided with a mobile communications device as approved by the department head; or
- B. Paid a monthly stipend to reimburse an employee for service plan costs incurred due to the use of a personal mobile communications device used for City business purposes (if approved by the employee's department head).

However, no employee shall be required to procure their own mobile device.

In order to ensure proper security and management of mobile devices, all of the devices that are City issued must be registered in the City's Mobile Data Management (MDM) system. All employees receiving a stipend must protect the mobile communications device by enabling the passcode lock feature on the device. This requires employees to enter a password that must be entered to gain access to the mobile communications device and its data. Further, IT highly encourages employees given a stipend to use a phone location application in the event of a lost or stolen device. This policy works in conjunction with the Information Systems Security Policy, which is part of the City's Administrative Manual. Where applicable, the specific security provisions in this policy shall supersede the general provisions as they relate to mobile devices in the Information Systems Security Policy.

City-issued mobile communications devices covered under the policy may be wiped under the following circumstances:

- A. The device is identified as stolen;
- B. The device has been reported as lost;
- C. The employee resigns or is terminated from the City of Riverside;
- D. The employee has ceased using the device to support City work;
- E. The device has not contacted the MDM system in 30 or more days;
- F. The City believes that the information on the device is not maintained within policy, the device is not sufficiently secure, and the employee has violated any portion of this policy, or has any other reason to believe that a wipe is necessary.

The City does not actively, but may have the ability, including, but not limited to:

- A. Use the MDM GPS feature to track lost or stolen City-issued mobile devices;
- B. View, monitor, store, review or access employee personal data/messages stored on the City-issued mobile devices; and
- C. View, monitor, store, review, or access personally downloaded applications and contacts stored on the City-owned mobile communications.

Additionally, when a wipe is applied to City-issued devices, the entire device contents, including personal applications, data, messages and contacts may be lost/deleted forever.

Personnel who are not exempt (i.e. eligible for over-time) from the Fair Labor Standards Act (FLSA) may not remotely access City applications including email outside normal work hours with a mobile communications device without prior approval from their supervisor. Using a mobile device while driving and performing job-related duties must use a hand free or voice activated device in compliance with California State law.

Personnel failing to report a mobile communications device as decommissioned, lost or stolen may have future City-issued or personal (stipend) cellular communications device access privileges revoked and the user may be subject to disciplinary action. The City may terminate an employee's permission to utilize a mobile communications device for City business at any time. Employee privileges automatically expire upon separation from employment. Employees are required to remove all non-public information related City data if applicable, from personnel mobile communications devices upon suspension of privileges.

DEFINITIONS:

Mobile Communications Device: The device, adapter, battery pack and other equipment specific to the device used for City business purposes, such as a cellular phone or tablet.

Service Plan: For the purpose of this policy, a contract or service agreement by a vendor to provide cellular based communication service at a contractually stipulated monthly charge for a fixed number of minutes, number of text messages, or data volume.

GENERAL POLICY GUIDELINES:

Based on business need, the Department Head will determine which positions in the department require a mobile communications device and whether the needs are best served through the allocation of a City-purchased/leased mobile communications device or through a stipend. Some of those needs include, but are not limited to:

- A. When safety of self or others may be of concern;
- B. To provide immediate communication with staff in the department and other agencies as required to coordinate programs, respond in an emergency or provide customer service;
- C. To retrieve messages from voice mail while working remotely;
- D. To contact clients and customers in situations where a land line is not available;
- E. In the event of personal emergencies including unexpected illness, car trouble, inclement weather, etc., for self and others when the employee works out of the office;
- F. When the employee's main work location is in the field where land lines and other primary radio/telephone communications are not available; and
- G. When on call.

CITY ISSUED MOBILE DEVICES:

The City's IT Department will manage the acquisition of City-issued cellular phones and tablets to ensure compliance with technology standards for City communications. The City will pay the monthly use charges, which will be billed to the employee's department-division unit under a master services plan. IT will manage the service plan to ensure effective and cost-efficient delivery of services and will send monthly reports to the Department Heads. IT will enroll all City-issued mobile communication devices in an MDM system to ensure email is encrypted and that a device can be remotely wiped or disabled if lost or stolen. Additionally, employees should adhere to the following rules for City-issued mobile devices:

- A. A Department Manager and/or Department Head will identify personnel that require a City-issued mobile communication device. Staff requesting a City-issued mobile communications device must seek direct Manager and Department Head approval;
- B. Upon issuance of a City-owned mobile communication device, the employee will read and sign the Request for City-Issued Mobile Communication Device (Attachment 1) acknowledgement. The employee's Manager and Department Head will sign the agreement and retain the original in the employee's personnel file. A copy of the original acknowledgment shall be forwarded to the IT Department's Administrative Assistant;
- C. Upon issuance of the requested device by the IT Department, employee must sign the City of Riverside Equipment Receipt form (Attachment 4). The original will be scanned

and filed by the Client Services Manager and copies of the form will be sent to the employee's department administrative personnel and to the Human Resources Department;

- D. Employees should not use directory assistance (411 calls at \$1.99/each) and when possible use their contacts list, a browser, an application to locate the phone number required or a free service, such as Bing 411 (1-800-246-4411);
- E. City cellular phones are only to be used for international calls as approved by the Department Head. Any personal calls made internationally must be reimbursed to the City;
- F. Employees shall exercise due care to protect equipment from theft, damage and extreme weather, including storing the equipment in temperate, secured locations;
- G. Employees are responsible for immediately reporting lost or destroyed City equipment to their Manager. The Manager is responsible for immediately reporting lost or destroyed City equipment to the Client Services Manager within IT;
- H. Upon discontinuation of employment, all City-issued devices shall be returned to the City; and
- I. Non-exempt employees may not use the mobile device outside normal working hours to access City applications or email without the approval of their Department Head.
- J. In addition to this policy, Employees shall utilize their mobile devices in accordance with all local, state and federal regulations (e.g. hands free device while driving).

EMPLOYEE OWNED MOBILE DEVICES:

Some employees may desire to purchase or use their own mobile communications device and utilize it for both personal and business usage. Non-exempt employees may not use the mobile device outside normal working hours to access City applications or email without the approval of their Department Head. To gain access on the mobile device to City applications or email, the mobile device must have the password pin feature enabled to ensure proper security. In the event that a personally-owned mobile device is lost or stolen, the employee may request to have the device reset to factory settings through ActiveSync. Microsoft Exchange ActiveSync enables devices to synchronize an employee's inbox, calendar, and other items with Microsoft Exchange Server mailboxes. If the device is reset to factory settings, all information stored on the phone will be deleted and the phone will appear as it did when it was new (no user profile or settings, no pictures, no email accounts setup, no contacts, etc.).

The employee will read and sign the Employee-Owned Mobile Communication Devices (Attachment 2) acknowledgement. The employee's Manager and Department Head will sign the acknowledgment and retain the original in the employee's personnel file. A copy of the original acknowledgment shall be forwarded to the Client Services Manager within IT.

Stipend Guidelines:

Employees designated to receive a monthly mobile communications device stipend will receive an amount determined by the Department Head, which is no more than the maximum plan stipend set by the City (Attachment 3). Employees receiving a stipend are responsible for:

- A. Purchasing or leasing their own mobile communications device, service and accessories;
- B. The employee will read and sign Stipend Request For Business Use of Employee-

Owned Mobile Communication Devices (Attachment 2) acknowledgement. The employee's Manager and Department Head will sign the acknowledgement and retain the original in the employee's personnel file. A copy of the original acknowledgement shall be forwarded to the IT Department's Administrative Assistant;

- C. Initial purchase of the mobile communications device, accessory equipment, maintenance, and activation fees will be the responsibility of the employee. The employee will pay any costs exceeding the amount of the mobile communications device stipend. No stipend will be paid when an employee is on unpaid leave from their position with the City; and
- D. The stipend will be included in the employee's taxable income and appropriate taxes will be withheld. It is not eligible to be included as reportable income under PERS law and is therefore not part of the employees final average compensation used to calculate pension benefits.

Stipend Activation:

For an employee to receive a cellular communications device stipend, the stipend request and amount must be authorized by the Department Head, and they must complete a Request of Stipend for Business Use of Employee-Owned Mobile Communications Device (Attachment 2) acknowledgement, Department Heads are able to approve more than one stipend when an employee requires multiple devices for the position (e.g. phone, tablet and/or laptop).

Stipend Change/Cancellation:

Departments are responsible for working with IT and the Human Resources Department to ensure stipends are terminated if the employee changes positions or no longer needs a mobile device.

EXEMPTIONS:

At the discretion of the City's Chief Innovation Officer or designee, a department may seek approval for City issued mobile devices not be procured and/or registered in City's MDM system (Attachment 5) by IT. Additionally, any provisions of this administrative policy that conflict with a City Council approved bargaining unit memorandum of understanding shall be superseded by the rules set forth in the applicable memorandum of understanding.

Police Department

The Police Department's special operation devices are automatically exempt from this policy and do not require the Exemption Request to be filled out and approved by the appropriate staff. Special operation devices may be defined as those devices assigned to undercover personnel, personnel on special assignment, or those devices purchased through a grant.

SEIU Memorandum of Understanding (MOU)

Effective July 1, 2013 through June 30, 2016, only SEIU employees on paid stand by (with city-issued phone or receiving a stipend) are required to respond, when off-duty.

Attachments:

1. Request for City-Issued Mobile Communication Device
2. Request of Stipend for Business Use of Employee-Owned Mobile Communication Device
3. Stipend Rates
4. City of Riverside Equipment Receipt Form
5. Exemption Request

REQUEST FOR CITY-ISSUED MOBILE COMMUNICATION DEVICE

Attachment 1

I acknowledge that I have read and understand the City's Mobile Communications Device Policy and confirm that I will comply with its guidance and terms.

I may use the mobile communications device for occasional, minimal non-work purposes (e.g. text messages, phone calls, email) during mealtimes, other breaks, or outside of work hours.

I may not purchase or install for-cost services (e.g. movies, ring tones, applicable apps, and pay-per-view TV) where the City incurs the cost.

I may not remotely access City applications with the mobile communications device including email outside normal work hours unless I am an employee who is exempt (not eligible for over-time) from the Fair Labor Standards Act (FLSA).

I will maintain my City-issued mobile phone number in the City's internal phone directory. I will return the City-issued mobile phone at the end of my employment with the City or if my work assignment no longer requires the device.

Upon issuance of the requested device by the IT Department, employee must sign the City of Riverside Equipment Receipt form. The original will be scanned and filed by the Client Services Manager and copies of the form will be sent to the employee's department administrative personnel and to the Human Resources Department.

I understand that the City does not actively, but may have the ability, including, but not limited to:

- A. Use the MDM GPS feature to track lost or stolen City-issued mobile devices;
- B. View, monitor, store, review, or access employee personal data/messages stored on the City-issued mobile communication devices; and
- C. View, monitor, store, review, or access personally downloaded applications, or and contacts stored on the City-issued mobile communication device.

In the event my City-issued mobile communication device is lost or stolen I understand I must notify IT's Client Services Manager to remotely wipe all City information that is stored on my City-issued mobile communication device (call the City's help desk 24x7 at 826-5508). In the event that I had any personal information on the City-issued mobile communication device, it will be wiped. I agree to accept this risk and will not hold the City liable for the loss of any personal information.

Phone number (*from IT, if applicable*) _____

Employee Signature _____

Employee Name/Employee ID Number (*printed*) _____

Department/Division _____

Date _____

Manager's Signature _____

Manager's Name (*printed*) _____

Date _____

Department Head Signature _____

Department Head Name _____

Date: _____

Please retain original in Employee's File and send a copy of the IT Department.

REQUEST OF STIPEND FOR BUSINESS USE OF EMPLOYEE-OWNED MOBILE COMMUNICATION DEVICES

Attachment 2

I acknowledge that I have read and understand the City's Mobile Communications Device Policy and confirm that I will comply with its guidance and terms.

I understand that text messaging must be enabled in order to receive and act on electronic notifications from the Emergency Operations Center, the Emergency Services Manager or any individuals who have responsibilities in the Emergency Operations Center.

I further acknowledge that I am willing to permit the use of my personally acquired and maintained mobile communications device for official City business in exchange for the stipend amount. I am aware that if the mobile communications device is damaged or broken while being used for City business, I am responsible to repair and/or replace it at my own expense. I am also responsible for purchasing any accessories for my mobile device.

I acknowledge that I may not remotely access City applications with my mobile communications device including email outside normal work hours unless I am an employee who is exempt (not eligible for over-time) from the Fair Labor Standards Act (FLSA).

I understand that in order to protect the City from unauthorized information disclosure and system access, I agree to exercise due diligence to protect my mobile communications device. Specifically, I agree to use a security pin/password to help protect access to my phone. In addition, I acknowledge IT encourages personnel receiving a stipend to use a phone location application in the event of a lost or stolen mobile communications device (e.g. Find My iPhone).

I will not change or modify the device's applied configuration and policy settings that could break the isolation of personal and City use, also known as to "jail break" the device (a jailbroken device will allow a user to run third party programs and other code, and to do things like tether their phone or use it as a Wi-Fi hotspot for Internet access on their laptop or other devices. While jailbreaking makes a device more open and gives the user complete control over it, the device may be more vulnerable to malicious apps and stability issues).

In the event my mobile communication device is lost or stolen I will inform IT's Client Services Manager of the incident. I acknowledge I have the ability ask IT to reset my mobile communications device to factory settings through ActiveSync. Resetting my phone to will likely wipe the phone of all information including, but not limited to, contacts, pictures, mail accounts, and user settings. If I exercise this option, I acknowledge that the City does not guarantee that the factory reset will preserve my personal information. I agree to accept this risk and will not hold the City liable for the loss of any personal information.

I confirm that in exchange for the stipend below, I will:

- A. Ensure my phone number is available to all employees who require access to it;
- B. Provide documentation to the City (if requested) to demonstrate that actual usage supports my stipend request;
- C. Maintain a coverage plan for each month for which I receive a stipend. In the event that

my coverage plan is discontinued for any reason, I will notify the City immediately; and
D. Immediately report my cellular communications device if lost or stolen to the Information Technology department (call the City's help desk 24x7 at 826-5508) and let IT know if I would like my device restored to the factory settings

MONTHLY STIPEND AMOUNT (CHOOSE ALL THAT APPLY):

_____ \$15 (cell: text/talk) _____ \$25 (cell: text & talk) _____ \$35 (cell: text & talk)
_____ \$45 (cell: text/talk/data) _____ \$75 (cell: text/talk/data) _____ \$95 (cell: text/talk/data)
_____ \$45 (tablet/Wi-Fi hot spot/wireless card)

Phone/pager number (from employee) _____

Employee Signature _____

Employee Name / Employee ID Number (printed) _____

Date _____

Manager's Signature _____

Manager's Name (printed) _____

Date _____

Department Head Signature _____

Department Head Name _____

Date: _____

Human Resources Department Acknowledgement _____

After completion, please retain the original in the Employee's File and submit copies to the Human Resources Department and IT.

STIPEND RATES

Attachment 3

Voice and Text Stipends

\$15 Stipend Program: If an employee performs approved work out of the office or out in the field approximately 50% or less and the phone will only be used in case of emergency or rare instances via voice and text, the \$15.00 program would be appropriate.

\$25 Stipend Program: If an employee performs approved work out of the office or in the field approximately 50% - 75% of the time and requires infrequent communication with department personnel via voice and text, the \$25.00 program would be appropriate.

\$35 Stipend Program: If an employee performs approved work out of the office or in the field over 75% of the time and requires frequent communication with department personnel via voice and text, the \$35.00 program would be appropriate.

Voice, Talk and Data Stipends

\$45 Stipend Program: If an employee performs approved work out of the office or in the field approximately 50% or less and the phone will only be used in case of emergency or rare instances via voice, text, and data (e.g. email), the \$45.00 program would be appropriate.

\$75 Stipend Program: If an employee performs approved work out of the office or in the field approximately 50% - 75% of the time and requires infrequent communication with department personnel via voice, text, and data (e.g. email), the \$75.00 program would be appropriate.

\$95 Stipend Program: If an employee performs approved work out of the office or in the field over 75% of the time and requires frequent communication with department personnel via voice, text, and data (e.g. email) the \$95.00 program would be appropriate.

Tablet and Other Data Devices

\$45 Stipend Program: If an employee performs approved work out of the office or in the field for a substantial amount of time and requires communication with department personnel via data (e.g. mail), the \$45.00 program would be appropriate for tablets, Wi-Fi hotspots, wireless cards and related devices.

Note: *The City will review the stipend rates on a periodic basis and will update this attachment accordingly. This may result in changes to your stipend reimbursement amount reflected on your paycheck.*

City of Riverside Equipment Receipt Form

I have received the equipment identified below. I understand that the equipment is the property of the City of Riverside and that it has been issued to me in the sole discretion of the City of Riverside. I will use the equipment for purposes authorized by the City of Riverside only; I will not allow the equipment to be used by any unauthorized person or for any unauthorized purpose. I will promptly return all equipment to the City of Riverside upon termination of my employment with the City of Riverside, or when otherwise directed to do so.

Item:	Serial Number:

Notes:	Name:	
	Sign:	
	Date:	
	Department:	
	Division:	
	Device Type:	
	Cell Phone:	
	IMEI:	
	ICCID:	

For Office Use Only

Equipment Receipt

Issued By:	Date:	Database Updated By:	Date:

EXEMPTION REQUEST

Attachment 5

Reason for Exemption:

Type of Device: _____

Device MAC ID: _____

Employee Signature _____

Employee Name / Employee ID Number (printed) _____

Date _____

Manager's Signature _____

Manager's Name (printed) _____

Date _____

Department Head Signature _____

Department Head Name _____

Date: _____

Approval of Chief Innovation Officer or Designee: _____

Date: _____