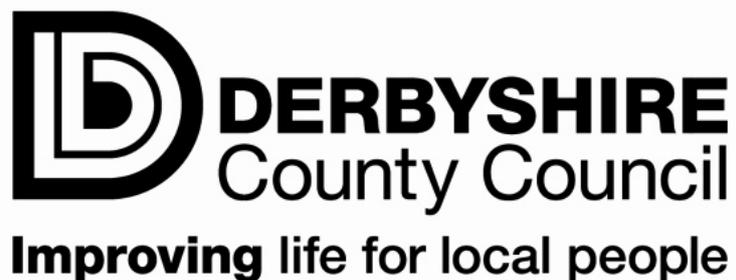




Bennerley Fields School

Mobile Phone Procedures

Version	Date	Minute Number
1 - Date Approved	28.04.2015	13.2.2
1	26.02.2018	13.9
Review Requirement : 3 Years		



Information Security Document

Mobile Phone Procedures

Version 7.0

Version History

Version 7.0

Derbyshire County Council Mobile Phone Procedures

Version	Date	Detail	Author
1.0	30/04/2010	Published	Ann Hamed
2.0	25/03/2011	Revised and Completed for distribution	Jo White
3.0	31/03/2011	Approved by Information Governance Group	Jo White
4.0	25/04/2012	Reviewed by Information Governance Group	Jo White
5.0	27/06/2013	Reviewed by Information Governance Group	Jo White
6.0	16/06/2014	Reviewed by Information Governance Group	Jo White
7.0	14/07/2014	Reviewed by Information Governance Group	Jo White

This document has been prepared using the following ISO27001 standard controls as reference:

ISO Control	Description
A 7.1.3	Acceptable use of assets.
A.9.2.1	Equipment siting and protection
A.9.2.4	Equipment maintenance
A.9.2.5	Security of equipment off-premises
A.9.2.6	Secure disposal or re-use of equipment
A.10.7.1	Management of removable media
A 10.7.2	Disposal of media
A 10.7.3	Information handling procedures
A 10.8.1	Information exchange policies and procedures
A 10.8.4	Electronic messaging
A10.8.5	Business information systems
A 11.7.1	Mobile computing and communications
A 11.7.2	Teleworking
A 13.1.1	Reporting information security events

1 Introduction

Derbyshire County Council recognises the importance of technologies which enable it to carry out its day to day business. Effective communication is vital to the running of the Council and its services. Communication devices such as mobile phones are widely used by the Council and are increasingly relied on, not only to provide voice and text messaging but also e-mail and other internet enabled resources and technologies.

As with any other IT related equipment and resources, the Council needs to ensure that the use of mobile phones and smart phones is organised and controlled in a manner which will be beneficial to the safety, integrity and reputation of the Council.

To ensure a consistent approach is adopted across all departments these procedures detail the processes for the provision and ordering of Council mobile phones - including responsibilities of use.

These procedures cover all mobile phones and related equipment, whether these are issued to an individual or as part of a departmental pool.

2 Procedures

REQUESTS FOR A MOBILE PHONE

As part of the Council's ongoing investment into mobile phones and associated equipment, an Evaluation Officer is in place to review new and emerging issues. The Evaluation Officer may involve nominated departmental representatives to assist in evaluating new devices. The result will be an up to date range of approved mobile phones and associated equipment. This will ensure that the Council continues to purchase mobile phones and equipment that are fit for purpose. The Evaluation Officer also arranges for mobile phones and any additional requirements for associated equipment to be ordered on a trial basis if required.

If an employee requires a mobile phone to do their job they should contact their Departmental Administrator (details are available on Dnet):

http://dnet/policies_and_procedures/mobile_phones/default.asp

The following process will apply:

1. The Departmental Administrator will provide the employee with a copy of the Usage Policy and Conditions and a Request for a Mobile Phone Form (see link above).
2. When issuing these documents to the employee, the Departmental Administrator must advise them that by signing the Request for a Mobile Phone Form they are accepting and agreeing to comply with Derbyshire County Council's Usage Policy and Conditions.
3. On completion of the Request for a Mobile Phone Form the employee should sign it and seek approval from a Senior Manager. Once the Senior Manager has signed the form they should forward it to their Departmental Administrator who will use this as authorisation to raise an order.
4. Once the phone has been received, the employee will be sent a confirmation e-mail by the Departmental Administrator, which will include collection instructions.
5. When the employee collects their phone, the Departmental Administrator will give them a copy of the original request showing the date the phone was

issued, the phone number for the mobile phone, International Mobile Equipment Identity (IMEI) number and Subscriber Identity Module (SIM) card number, cost centre details and contact details for the Council and phone provider. For smartphones, the Departmental Administrator should complete the above details on the request form and hand it to the Transformation Service when the phone is collected for push email configuration. The Transformation Service will give the employee the form when they hand over the phone.

It is important for the Departmental Administrator/Transformation Service to remind employees to keep this document in a safe place as they will need to refer to it if they lose the phone or if it is stolen.

ADDITIONAL REQUIREMENTS

If none of the approved phones can be adapted to satisfy or meet the employee's occupational health or work requirements, their Senior Manager may refer them for an assessment. Following the outcome of the assessment a recommendation for alternative equipment may be made and the following process will apply:

1. The Departmental Administrator will send a copy of the Additional Requirements Form to the employee for completion. The form can be found on Dnet by using the following link:
http://dnet/policies_and_procedures/mobile_phones/default.asp
2. Once completed, the employee should seek approval from a Senior Manager. Once the Senior Manager has signed the form they should return it to the Departmental Administrator, who will log the request and send a copy of the form to the Evaluation Officer.
3. The Evaluation Officer will arrange for the requested equipment to be supplied to the employee on trial for 14 days.
4. At the end of the trial the employee should confirm to the Evaluation Officer whether the equipment is acceptable for purpose and arrange to return the original equipment.
5. If the equipment is not acceptable, the Evaluation Officer can arrange for further trials.
6. Once suitable equipment has been agreed, the Evaluation Officer will complete the recommendation section of the Additional Requirements Form.
7. The Evaluation Officer will then return the form to the Departmental Administrator, who will arrange to order the equipment.
8. When the order has been placed, the employee will be sent a confirmation e-mail from the Departmental Administrator, which will include collection instructions.

USAGE POLICY AND CONSIDERATIONS

1. Mobile phones will be issued to Derbyshire County Council employees and elected members only and are not to be loaned/given out to anyone else, unless in exceptional circumstances where appropriate management authorisation has been granted and a record is kept of any temporary transfer of use.
2. Mobile phones supplied by the Council are for work related calls only, unless it is an emergency. If an employee is called out at short notice, or required to work later than planned and needs to advise their family a short call is treated as business purposes.

3. Before using a mobile phone, employees should ask themselves if the call is necessary or if it could wait until they arrive back at base or at another Council location.
4. When visiting Council locations, it is preferable for employees to use existing landlines to make essential work related calls and as a courtesy they should ask for permission before using the phone.
5. Sensitive and person identifiable information must never be sent by text message as it is not a secure method.
6. When using a mobile phone, employees must exercise caution and consider their immediate environment when making confidential calls. See the Safe Haven Guidance for further information:
http://www.derbyshire.gov.uk/working_for_us/data/default.asp
7. While carrying out day-to-day tasks, if an employee has to use the camera or video function on their allocated mobile phone they should be aware of their surroundings and members of public at all times and must also ensure that any captured images do not breach Data Protection.
8. Any captured images should be transferred to an appropriate council system (such as EDRM or a shared drive) and be removed from the device as soon as possible.
9. Employees should ensure that they take their allocated mobile phone with them when they leave their base unless the phone is kept (locked away) securely when not required.
10. The mobile phone should always be switched on during working hours, or when on-call, except where it would be inappropriate for the phone to ring e.g. in meetings, whilst driving etc...
11. It is the employee's responsibility to keep their allocated mobile phone and any associated equipment operational and safe.
12. Employees should not leave a mobile phone unattended where it can easily be seen and/or stolen.
13. All allocated mobile phones must conform to the standard pre-set specification and employees should not attempt to personalise the mobile phone by downloading ring tones, graphics etc.
14. SIM cards should not be swapped from one mobile handset to another unless authorised by the relevant Senior Manager, Departmental Administrator or, in the case of trial equipment, the Evaluation Officer.
15. The SIM card pin lock should be activated at all times.
16. The automatic keypad/screen lock should be activated at all times.
17. Any faults or issues relating to the allocated mobile phone, or additional equipment, should be reported to the relevant Departmental Administrator as soon as possible.
18. If a mobile phone is no longer required it should be returned to the Departmental Administrator, with the associated equipment and any additional equipment that may have been provided e.g. charger, headset.
19. Mobile phones should not be used when driving or controlling any vehicle. The use of hands free equipment is not advised however, any calls should only be taken when it is safe to do so. More information is available on Dnet:
http://dnet/policies_and_procedures/employee_wellbeing/health_safety/default.asp
20. Mobile phones should not be used in any manner which would or could cause harassment or distress to any member of public or service users –

- including the distribution of inappropriate text messages/images or the capturing of images/video without consent.
21. If a mobile phone is lost or stolen it must be reported at the earliest possible opportunity to the relevant Departmental Administrator who will report the loss to the Transformation Service Desk. A security incident must also be raised by completing the security incident form available on Dnet:
http://dnet/resources/transformation/report_an_it_problem/security_incident_form/default.asp. The Departmental Administrator should also contact the mobile phone provider to have the number barred. If the loss occurs outside office hours, the user should immediately contact the mobile phone provider to have the number barred.
 22. Council mobile phones should only be connected to other Derbyshire County Council issued devices or equipment which have been configured by the Transformation Service.
 23. Smart phones should only be used with applications, software and facilities supplied with the smart phone. Official Derbyshire County Council prescribed procedures and methodologies of working, such as the use of OWA and push email, should not be circumvented.
 24. The downloading and use of software, facilities, programs and apps on smart phones is not permitted unless the software has already been approved by Derbyshire County Council.
 25. Security measures installed on any mobile or smart phone should not be circumvented, altered or deleted.
 26. All mobile phones registered to Derbyshire County Council have an automatic bar on International and Premium rate calls and texts. The default bar can be lifted in specific circumstances by the Departmental Administrator, with Senior Manager's approval but justification must be provided by the employee. However, where International calls need to be made for official Council business employees should always endeavour to use a landline as international mobile calls are charged at premium rates from mobile phones.
 27. If a mobile phone user needs to call Directory Enquiries, they should use EE's 118000 service where available which, at a fixed fee of £1.29 per call, is significantly cheaper than other 118 providers. Up to 3 numbers per call can be requested. The service will offer to put the caller through to the number requested; as this is charged at 30p per minute, the caller should decline the offer and call the number directly.

STAFF MOVES

During the course of their employment with Derbyshire County Council an employee may move from one department to another or change roles within their existing environment. This could mean that they no longer require a mobile phone or that the charges relating to the phone need to be met by a different department.

In order to transfer a mobile phone to another department the following process should be followed:

1. A Change of Circumstances Form (available using the link above or from the Departmental Administrator) must be completed and signed by the employee and returned to the Departmental Administrator.
2. The Departmental Administrator will then complete the "Transfer From" section of the form and attach copies of the original Request for a Mobile Phone Form and any Additional Requirements Form.

3. All forms will then be forwarded to the Departmental Administrator in the new department.
4. The Departmental Administrator in the new department must obtain a Senior Manager's approval for the transfer.
5. On approval of the transfer, the Departmental Administrator in the new department will complete the "Transfer To" section on the Change of Circumstances Form and then send a copy of the form back to the instigating Departmental Administrator.
6. The current (instigating) Departmental Administrator will then make the necessary arrangements to finalise the transfer of the mobile phone and any additional equipment. They should contact the mobile phone provider to ensure that their records are updated and the billing information is changed and also inform the mobile phone Contract Manager in order for the change to be made using the online billing system.
7. Finally, the current (instigating) Departmental Administrator will provide updated copies of all the forms to the employee for their records, prior to their transfer to the new Department.

RE-ALLOCATION AND DISPOSAL

1. If an employee is returning a mobile phone and additional equipment because they no longer require it, or because they are leaving Derbyshire County Council, the Change of Circumstances form should be completed and signed by the employee. This form should then be submitted with their mobile phone, any additional equipment and a copy of the Request for a Mobile Phone form to their Departmental Administrator.
2. Any mobile phone/s, and/or additional equipment, that are returned and still in good condition should be re-allocated wherever possible. The Departmental Administrator should identify whether the equipment can be re-used within their department. If there is no further use within the department the Departmental Administrator should liaise with the Evaluation Officer to see if there is an opportunity for re-allocation across the Council.
3. Wiping of data should always be considered, whether the phone is being re-used within a department or being re-allocated to another department.
4. If the equipment is not in working order, or if there is no possibility to re-allocate the equipment, the Departmental Administrator should arrange for disposal in accordance with the Council's disposal procedures for IT equipment which can be found on Dnet:
http://dnet/what_were_doing/environmental_sustainability/waste_recycling/it_electrical_hazardous/default.asp

POOL PHONES

If an employee works in a team/department that has a Pool Phone scheme it is their responsibility to:

1. Ensure that they complete the Phone Log when they take out/return a mobile phone.
2. Ensure that they have the mobile phone charger and a summary of the handset information for the phone they are using - this will include the details of to whom they should report a loss or theft and will be held by the Departmental Administrator.
3. Ensure that the mobile phone is fully charged when it is returned.
4. Have read and agreed the above 'Usage Policy and Conditions'.

Line managers are responsible for ensuring Pool Phone logs are set up, maintained and complied with for their department/section. Line managers are responsible for ensuring that employees who use pool phones have read and agreed the 'Usage Policy and Conditions'.

SMART PHONES

Increasingly, mobile computing is finding its way into everyday devices, including mobile phones. Many phones no longer only provide voice and text messaging, they also provide access to the Internet, e-mail, software applications etc. Derbyshire County Council recognises the use of such devices and adopts this type of technology only if it enhances, improves or proves to be beneficial to the day to day business of the Council and/or in providing services to the Public.

Along with extra functionality and computing power of smart phones comes increased necessity to ensure that no data or information is compromised by using such devices.

Smart phones are not yet approved for general use however if a specific business need is identified that could be achieved via a smart phone then an application can be made to the relevant Departmental Administrator. The Council recommends that any use of these devices should be continually and carefully evaluated for safety and security:

1. All options for securing these devices must be explored as an ongoing concern for the Council.
2. There must be no trace of sensitive or person identifiable information or data including username and/or passwords left on any type of mobile phone which could be used to provide unauthorised access to Council systems and data.
3. All mobile/smart phones issued by the Council, must only be used for Council business and used as a communications and "resource" tool – providing and acting as an enabler to access information from the Council Website, intranet and other web-based information and resource web sites in line with the Council's Internet and E-mail Policy.
4. The use of Bluetooth (and any other mobile phone wireless technology) has yet to be evaluated for the Council and as a wireless based technology, is treated in accordance with the Council's Wireless Network Policy.

In addition to completion of the standard mobile phone request procedures and compliance with the acceptable usage policy and conditions, the following additional rules must be complied with:

1. For use with push email, smart phones must be configured by the Transformation Service following the Departmental Administrator raising a request with the Service Desk.
2. Near field communication should not be activated.
3. Any multimedia memory cards (e.g. SD cards) fitted to a mobile phone and used for storage of County Council data (including photographs, sound files etc...) must be encrypted.

PERSONAL MOBILE PHONES

Personal mobile phones are not to be used to store any Council data – this includes the use of text messaging or by any other method by which data or information could be stored on the phone. The use of the Vasco two factor authentication app which enables remote access via Juniper is permitted as it is a number generator and does not store data. The use of personal phones to make and receive calls for Council business is acceptable where appropriate.

Employees and non-employees may request to be reimbursed for expenses incurred in relation to personal mobile phones used while on Council business, however, an itemised bill of the calls will need to be produced and any payments made will be authorised by a manager.

N.B. Personal mobile phones should not be used to access OWA (Outlook Web Access)

3 Further Information and guidance

Derbyshire County Council accepts it is prudent to take some precautionary measures to protect its employees when using mobile phones and to provide guidance on safe use and legislative requirements.

All mobile phones, of any type, issued by the Council, must never be used as a permanent storage device for sensitive or person identifiable information or data under any circumstance. Sensitive or person identifiable information or data should be removed from the device and stored on Derbyshire County Council networks and accessed via the device.

All mobile phone usage will be monitored using itemised billing facilities and on-line Management Tools. Departmental Administrators will produce and analyse regular reports to review allocations and usage.

Other relevant Council documents relating to mobile phones and their use can be found on the Council's Intranet (Dnet):

http://dnet/policies_and_procedures/mobile_phones/default.asp

All employees are required to comply with these Procedures. Non-compliance involving misuse of a Derbyshire County Council mobile phone and any associated equipment may result in disciplinary action.

These procedures will be regularly reviewed to ensure they continue to meet service and employee requirements and will reflect any changes to other Council policies, procedures legislation or contracts.

This document forms part of the Council's ISMS Policy and as such, must be fully complied with.