

## MOBILE DEVICE PROCEDURE

Adopted Date: 01/01/2011  
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### OVERVIEW

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This procedure provides mobile device guidelines for a User who is using a city supplied mobile device, or a bring your own device (BYOD) as a business tool to set-up and connect to the city's network for city business. This procedure is designed to be read alongside [Fiscal Accountability Rule 10.9 – Mobile Device](#) and any internal department or agency policies and/or procedures.

### DEFINITIONS

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**Bring Your Own Device (BYOD)** – A mobile device and/or tablet not purchased by the city and used to conduct city business and connect to the city's network.

**City provided device** – A mobile device purchased with any of the city's funding sources.

**Mobile device** – A wireless, portable device that allows a User to access data and information from the city's network using an iOS, Android, or Blackberry operating system. Devices with a mobile operating system (OS), but not limited to: iOS, Android OS, or Blackberry OS, are considered a mobile device for the purpose of this fiscal accountability rule.

**Standard mobile phone** – A mobile device with cellular capabilities to talk, text, and access the Internet with limited capabilities.

**Tablet** – A wireless, portable flat-panel personal computer with a touch screen interface and a mobile operating system.

**User** – Includes any officer, employee, appointee, elected official, contractor, or contingent worker who utilizes a city supplied mobile device or a BYOD to connect to the city's network.

## GENERAL GUIDELINES

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This section provides guidelines for every city provided device and BYOD that will be used as a business tool to set-up and connect to the city's network to conduct city business. These guidelines are applicable to every **Option**. It is up to the User's executive director or agency head to decide which **Option** will be the best choice for each User and each situation.

If a city supplied mobile device, or BYOD is lost or stolen, the User shall notify Technology Services' Service Center through [Support Now](#) immediately. Technology Services can remotely wipe and perform a password reset of the User's city Windows account and disconnect the device from the city network.

### Executive Directors/Agency Heads Responsibilities

1. Executive directors and agency heads shall determine the necessity of using a city provided mobile device or BYOD and ensure that Users understand and comply with [Fiscal Accountability Rule 10.9 – Mobile Device](#) and this [Procedure](#).
2. Executive directors and agency heads shall consider and understand the budgetary impact to the department or agency.
3. Executive directors and agency heads shall designate a point person to be the liaison between the department or agency and Technology Services for city provided mobile devices.
4. Executive directors and agency heads shall establish internal policies and procedures to manage city provided devices and BYODs for setup-up and connectivity to the city's network to conduct city business.
5. Executive directors and agency heads may periodically request that a User under **Option 2** provide a copy of the first page of the phone bill in order to verify that he/she has an active mobile device phone plan. Management may also periodically request documentation of substantial business use.

1. Executive directors and agency heads shall annually review every User's mobile device compliance to ensure appropriate use when connected to the city's network. In addition, the review shall confirm the continued necessity of using a city provided mobile device or a BYOD as a business tool to conduct city business for every user under **Options 1 and 2** and discontinue the allowance when the eligibility criteria are no longer met or when the mobile device service is cancelled.

## Designated Liaison for a Department or Agency Responsibilities

1. The designated liaison for the department or agency shall be the liaison between the department or agency, Technology Services, and Users.
  - A. New liaisons shall request an account for the city's order management software to order and manage city provided mobile devices, by submitting a [Support Now](#) ticket.
  - B. Technology Services will create the wireless account and schedule training for the liaison.
  - C. The designated liaison for the department or agency shall notify Technology Services via a [Support Now](#) ticket when a User separates from the city or transfers to a different department or agency.
2. The designated liaison will convey mobile device communications, changes, and updates sent by Technology Series and/or Controller's Office to management and users.

## Supervisor of a BYOD employee Responsibilities

1. The supervisor shall submit the request through the system of record for **Option 2**, using the [Cell Phone Stipend](#) job aid, and attach the [Mobile Device Option Form](#) to the request.

Should an employee leave his/her position or there is no longer a business need for **Option 2**, the supervisor shall submit the removal of **Option 2** through the system of record, using the [Cell Phone Stipend](#) job aid.

2. The supervisor of a BYOD approved employee using **Option 3** shall have the employee complete the [Mobile Device Option Form](#) and retain the record according to the internal process established by the department or agency.

## User Responsibilities While Utilizing a City Provided Mobile Device

1. Operate the device in compliance with [Fiscal Accountability Rule 10.9 – Mobile Device](#) and the [Mobile Device Procedure](#) and the [Mobile Device Management Policy](#).
2. Only use the city provided device for official city business and reasonable personal use.
3. Reimburse the city for any personal charges incurred that are above the established fixed cost for the department's or agency's use of the device (e.g. data overage, international fees, etc. incurred for personal usage).

## User Responsibilities While Utilizing a BYOD

1. Operate the device in compliance with [Fiscal Accountability Rule 10.9 – Mobile Device](#) to conduct city business and the city's [Mobile Device Procedure](#) and the [Mobile Device Management Policy](#).
2. The User is responsible for all bill overages, accessory purchases, insurance fees or deductibles, download purchases, or any fees/charges incurred while utilizing his or her BYOD to conduct city business.

## OPTIONS AND CONDITIONS

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There are three **Options** available that executive directors and agency heads may choose from to best meet the needs of the department or agency. Upon approval by the executive director or agency head, the User may use either a city provided device or a BYOD to set-up and connect to the city's network. For BYOD, the User is responsible for complying with any contract entered into with a mobile device service provider including payment of all expenses incurred, including, but not limited to, data overage, roaming fees, early termination fees, equipment, and taxes. The **Options** and the associated conditions follow.

### 1. **Option 1 – City Supplied Mobile Device with Reasonable Personal Usage**

With this option, the city shall supply, and issue to a User, a mobile device to use as a tool to conduct city business. The value of the city supplied mobile device shall not be treated as taxable income to the User. The User may use the mobile device for reasonable personal use.

The city supplied mobile device shall be maintained and managed by Technology Services. Technology Services shall work with the designated liaison from each department and agency to manage and maintain city mobile device equipment.

## Conditions

- A. All orders for a city supplied mobile device, for a new and/or existing line, shall be placed by the designated liaison for the department or agency through the city's order management software, with the exception of the Department of Aviation. This ensures that the mobile device is purchased from a city authorized cellular provider and is associated with the city's account, that the city receives the best possible price for the mobile device, and that the User chooses a mobile device from a certified list. Mobile devices not ordered through the city's order management software shall not qualify to participate in **Option 1**.
- B. Any costs for devices and accessories associated with a city supplied mobile device shall be the responsibility of the department or agency. Costs incurred will be associated with the User phone number and transferred to the department or agency. Technology Services shall approve every order with the wireless carriers.

## 2. **Option 2 – Stipend for Bring Your Own Device (Excluding Tablets)**

**Option 2** provides a monthly stipend to the User whose BYOD (excluding tablets) is used to conduct city business. The stipend is to help defray the cost of a mobile device plan. The monthly stipend amount shall be established by Technology Services.

With this option the User may choose the mobile device, wireless carrier, and service plan he/she wishes to use. The User shall pay the wireless carrier for the device and service plan selected. The city shall not reimburse the User for any cost beyond the monthly stipend. Should the User separate from the city or transfer within or to a different department or agency the stipend shall cease upon the date of separation. The stipend may be terminated at any time if the business need terminates.

The stipend shall not be treated as taxable income for a mobile device or a standard mobile phone. Stipends do not constitute an increase in the user's base pay, and will not be included in any calculations utilizing base pay, including but not limited to, the calculation of percentage increases to base pay due to annual salary increases, job promotions or salary reclassifications, or retirement contributions.

A BYOD shall be the responsibility of the user. Technology Services will provide support for connecting to city resources and some applications. Technology Services will not provide support for data plans, setup, and connectivity to the cellular provider.

## Conditions

- A. Prior to initial use, the [Mobile Device Option Form](#) must be completed and signed by the User and User's Supervisor. The Supervisor will submit the request through the system of record, using the [Cell Phone Stipend](#) job aid, and attach the [Mobile Device Option Form](#) to the request.
  - B. Technology Services reserves the right to refuse the ability to connect a BYOD to the city's network. Technology Services shall engage in such action if it feels such equipment is being used in such a way that puts the city's systems, data, Users, or constituents at risk.
  - C. The city will not reimburse the User for any costs beyond the authorized monthly stipend.
  - D. It is the User's responsibility to ensure that the BYOD mobile device is functioning as intended.
  - E. The user is responsible for all charges on his/her BYOD plan and for complying with his/her contract with the wireless provider, including payment of all expenses incurred. Any termination, or other charge to discontinue service, will be the responsibility of the User. If the User leaves his/her position, he/she will continue to be responsible for the contractual obligations of his/her mobile device plan.
3. **Option 3 – No Stipend Provided for Bring Your Own Device (Only Option Available for BYOD Tablets)**

**Option 3** provides no compensation for usage. The User is responsible for all contractual agreements and costs incurred for using a mobile device to conduct city business.

- A. Prior to initial use, the [Mobile Device Option Form](#) must be completed and signed, stored by the User's supervisor according to the department or agency's internal policies.
- B. Technology Services reserves the right to refuse the ability to connect a BYOD to the city's network. Technology Services shall engage in such action if it feels such equipment is being used in such a way that puts the city's systems, data, Users, or constituents at risk.
- C. BYODs are the responsibility of the User.

- D. Technology Services will provide best effort support of BYODs. Best effort support will be limited to configuration, connectivity, and recommended business applications. In these cases, Technology Services is not responsible for any damage that may occur to the BYOD or the data and applications on the BYOD.
- E. Technology Services is not responsible for support of the BYOD or the BYOD plan. It is the User's responsibility to ensure that the BYOD is functioning as intended.
- F. Technology Services will not stock or provide spares or parts for BYODs.
- G. The User is responsible for all charges on his/her personal wireless plan and for complying with his/her contract with the wireless provider, including payment of all expenses incurred. Any termination, or other charge to discontinue service, will be the responsibility of the User. If the User leaves his/her position, he/she will continue to be responsible for the contractual obligations of his/her BYOD plan.
- H. All software licenses for BYODs shall be paid for by the User.