

# TECHNOLOGY SERVICES

## MOBILE DEVICE POLICY

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### Overview

#### [Fiscal Accountability Rule 10.9 – Utilizing Mobile Devices to Conduct City Business](#)

establishes the mobile device rule for the City and County of Denver. This policy provides mobile device guidelines for a User who is using a City supplied, or a personally owned, mobile device as a business tool to conduct City business.

### Definitions

**Mobile device** – a wireless, portable device that allows a User to access data and information from the City’s network. A mobile device includes the following devices, and other similar devices approved by Technology Services that may be set-up to connect to the City’s network. Contact Technology Services to verify set-up and connectivity.

- **Smartphone** – a mobile device with multifunctional features that includes an operating system, internet access, QWERTY keyboard, and a messaging system.
- **Standard mobile phone** – a mobile device that can make and receive telephone calls, pictures, video, and text messages.
- **Tablet Computer** – a wireless, portable flat-panel personal computer with a touch screen interface and no primary ability to function as a telephone. Some tablets may not be able to set-up and connect to the City’s services. Contact Technology Services to verify set-up and connectivity accessibility.
- **Personal digital assistants (PDA)** – a small mobile hand-held device that provides computing and information storage and retrieval abilities.
- **Pager** – a small telecommunications device that receives (and, in some cases, transmits) alert signals and/or short messages.

**User** – a User includes any City employee (including Career Service Authority and Non-Career Service Authority employees, appointees, and elected officials) who utilizes a City supplied, or a personally owned mobile device to connect to the City’s network.

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### ***General Guidelines***

This section provides guidelines for every City supplied, and personally owned, mobile device that will be used as a business tool to conduct City business. These guides are applicable to every Financial Option. It is up to the User's agency head/department manager to decide which Financial Option will be the best choice for each User and each situation. Users shall be limited to connecting two personally owned devices to the City network in order to control management software costs.

Technology Services (TS) shall install management software on every mobile device prior to use. The software will include, but is not limited to, the following functions:

- mandatory secure password enforcement;
- approval for TS to remotely wipe or lock data from the device in the case of loss or theft;
- agreement that only approved work related applications may be upload on City supplied mobile device (Financial Option 1 only); and
- authorization for TS to remotely manage and delete City and County of Denver applications.

If a City supplied, or a personally owned, mobile device is lost or stolen, the City's Service Desk shall be notified immediately at [help.desk@denvergov.org](mailto:help.desk@denvergov.org) so that TS can remotely wipe or lock data and perform a password reset of the Users City Windows account and disconnect the device from the City network.

### **Agency Heads/Department Managers Responsibilities**

1. Agency heads/department managers shall determine the necessity of using a City supplied, or personally owned, mobile device and ensure that Users assigned the device understand and comply with [Fiscal Accountability Rule 10.9 – Utilizing Mobile Devices to Conduct City Business](#) and this Support Policy.
2. Agency heads/department managers shall consider and understand the budgetary impact to the agency/department.

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3. Agency heads/departments managers shall designate a point person to be the liaison between the agency/department and TS.
4. Agency heads/department managers may periodically request that a User under Financial 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.
5. Agency heads/department managers 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 supplied, or a personally owned, mobile device as a business tool to conduct City business for every User under **Financial 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 an Agency/Department Responsibilities**

1. The designated liaison for the agency/department shall be the liaison between the agency/department and TS and shall convey communications, changes, and updates sent by TS to management and Users.
2. The designated liaison for the agency/department shall email the completed and signed [Mobile Device Financial Option Form](#) in PDF format to the City's Service Desk at [help.desk@denvergov.org](mailto:help.desk@denvergov.org) for any approved requests to use a City supplied mobile device, or to use a personally owned mobile device, to conduct City business.
3. The designated liaison for the agency/department shall notify TS via a HEAT ticket when a User separates from the City, or transfers to a different department/agency. Notification shall include the following:
  - the name of the User;
  - the User's Employee ID; and
  - the reason for termination of the stipend (for example, "User left his/her position with the agency/department" or "Stipend is no longer necessary for business operations.")

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### ***Financial Options***

There are three Financial Options available that agency heads/department managers may choose from to best meet the needs of the agency/department and the User. The Financial Options and the associated Conditions follow.

#### **Financial Option 1 – City Supplied Mobile Device with Reasonable Personal Usage (Not for City Supplied Tablets)**

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 User may select one of the following devices:

- **City Supplied Mobile Device** – any standard mobile phone, Blackberry device, personal digital assistant (PDA), pager, and data card supplied by the City shall be maintained and managed by TS. Connectivity to the City's network will be through the BES server. TS shall work with the designated liaison from each agency to manage and maintain City mobile device equipment assigned to Users.
- **City Supplied Non-Blackberry Smartphone** – A non-Blackberry Smartphone shall be allowed connectivity to the City's network through Microsoft Active Sync. A non-Blackberry Smartphone includes mobile device such as an iPhone, Droid, etc.

### **Conditions**

1. All orders for a City supplied mobile device, for a new and/or existing line, shall be placed by the designated liaison for the agency/department 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 Financial Option 1.

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2. Any costs for devices and accessories associated with a City supplied non-Blackberry Smartphone shall be the responsibility of the agency/department. Costs incurred will be associated with the User phone number and transferred to the agency/department. TS shall approve every order with the carriers.
  
3. TS will provide best effort support, maintenance, repair, parts, or accessories for a City supplied non-Blackberry Smart phone. Best effort support will be limited to configuration, connectivity, and recommended business applications.
  
4. A City supplied non-Blackberry Smartphone shall use Microsoft Active Sync to connect to the City's exchange server to access email, calendar, contacts etc.
  
5. City owned mobile devices shall be limited to running City approved and provided applications. They are also limited to work related media and data.
  
6. All application purchases for City supplied devices must be approved by TS in writing.
  
7. Free applications shall be approved by TS in writing prior to loading on City supplied devices.
  
8. If the City supplied mobile device is lost or stolen the User shall immediately notify the the City's Service Desk at [help.desk@denvergov.org](mailto:help.desk@denvergov.org) so that TS can remotely wipe or lock data and perform a password reset of the Users City Windows account and disconnect the device from the City network.

### **Financial Option 2 – Stipend for Personally Owned Wireless Communication Device (Excluding Tablet Computers, Pagers, and PDAs)**

Financial Option 2 provides a stipend to the User whose personally owned mobile device (excluding tablet computers, pagers, and PDAs) 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.

Mobile Device	Monthly Stipend
Standard mobile phone	\$29.00 per month
Blackberry and Non-Blackberry Smartphone	\$54.00 per month

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With this option the User may choose the mobile device, wireless carrier, and service plan he or 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 leave his/her position with the agency/department 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 Smartphone 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 personally owned mobile device shall be the responsibility of the User. TS will provide support for connecting to City resources and some applications. TS will not provide support for data plans, setup, and connectivity to the cellular provider.

### Conditions

1. Prior to initial use, the [Mobile Device Financial Option Form](#) must be completed and signed, submitted by the designated liaison for the agency/department in PDF format, and approved by TS before a personally-owned device may connect to the City's network or related infrastructure.
2. TS reserves the right to refuse the ability to connect personally owned devices to the City's network or related infrastructure. TS will 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.
3. The City will not reimburse the User for any costs beyond the authorized monthly stipend.
4. TS will provide best effort support of personally owned devices. Best effort support shall be limited to configuration, connectivity, and recommended business applications. In these cases, TS is not responsible for any damage that may occur to the device or the data and applications on the device. TS will not provide support for data plans, setup, and connectivity to the cellular provider.
5. It is the User's responsibility to ensure that the mobile device is functioning as intended.
6. TS will not stock or provide spares or parts for a personally owned mobile device.

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7. TS shall be notified by the agency/department designated liaison should the agency/department determine that the User no longer needs to use their personally owned mobile device as a business solution. Upon notification the stipend provided to the User will cease.
8. The User is responsible for all charges on his/her personal mobile device plan and for complying with his/her contract with the mobile device 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.
9. Management software for a personally owned mobile device shall not be installed on City desktops/ laptops without approval from TS.
10. The password lock function must be enabled to prevent access to the phone by unauthorized Users.
11. If the User's personally owned mobile device is lost or stolen the User shall immediately notify the the City's Service Desk at [help.desk@denvergov.org](mailto:help.desk@denvergov.org) so that TS can remotely wipe or lock data and perform a password reset of the Users City Windows account and disconnect the device from the City network.

### **Financial Option 3 - User Owned Device - No Stipend Provided** **(ONLY OPTION AVAILABLE FOR PERSONALLY OWNED COMPUTER TABLETS)**

Upon approval by the agency head/department manager, and TS, the User may use his/her own personally owned mobile device to set-up and connect to the City's network or related infrastructure. The User is responsible for complying with any contract entered into with the mobile device service provider including payment of all expenses incurred, including, but not limited to, long distance, roaming fees, early termination fees, and taxes.

1. Prior to initial use, the [Mobile Device Financial Option Form](#) must be completed and signed, submitted by the designated liaison for the agency/department in PDF format, and approved by TS before a personally-owned device may connect to the City's network or related infrastructure.
2. TS reserves the right to refuse the ability to connect personally owned devices to the City and the City-connected infrastructure. TS 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.

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3. The User shall be limited to connecting two personally-owned devices to the City's network in order to control management software license costs.
4. Personally-owned devices are the responsibility of the User.
5. TS will provide best effort support of personally owned devices. Best effort support will be limited to configuration, connectivity, and recommended business applications. In these cases, TS is not responsible for any damage that may occur to the mobile device or the data and applications on the mobile device.
6. TS is not responsible for support of the mobile device or the mobile device plan. It is the User's responsibility to ensure that the mobile device is functioning as intended.
7. TS will not stock or provide spares or parts for personally owned mobile devices.
8. The User is responsible for all charges on his/her personal mobile device plan and for complying with his/her contract with the mobile device 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.
9. The password lock function shall be enabled by the User to prevent access to the device by unauthorized users.
10. All software licenses for personally owned devices shall be paid for by the employee.
11. In the event that software that is considered a threat to the City's technology assets is detected on a personally-owned device. TS reserves the right to remove access to the City's network for that device.
12. If the User's personally owned mobile device is lost or stolen the User shall immediately notify the City's Service Desk at [help.desk@denvergov.org](mailto:help.desk@denvergov.org) so that TS can remotely wipe or lock data and perform a password reset of the Users City Windows account and disconnect the device from the City network.