

Information Services

Mobile Technology Policy

Purpose of the Policy

The policy establishes guidelines for the issuance and usage of County-owned mobile devices as well as procedures for monitoring and controlling costs related to mobile device use in connection with County business. This policy outlines guidelines for appropriate use, and other administrative and regulatory issues relating to mobile devices. This policy shall be enforced in accordance with all Federal, State and Local Laws as well as the current Human Resources Policies and Procedures Manual.

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Introduction:

County owned mobile devices are property of Spotsylvania County and must be treated, used and safeguarded as such. See [HR Personnel Policies & Procedures Manual Chapter 8 for additional details](#). See also requirements of the County's Records Management Policy and FOIA Policy pertaining to any documents, communication, or data that may be subject to retention or FOIA requests.

This policy applies to employees and personnel who have or are responsible for any mobile device issued by County of Spotsylvania or conduct business on behalf of the County using any county issued mobile device. Mobile devices include but not limited to the following:

1. Cellphones
2. Tablets
3. Laptops
4. PDAs
5. Any other county owned devices with mobile capabilities

Section 1. General:

It is the policy of the County of Spotsylvania to consider the issuance of a mobile device when the employee's job-related responsibilities require the following criteria (but not limited to). The final decision, however, rests with the Department Director as to whether an employee will be issued a mobile device.

1. Due to the respective employee's job-related duties, the County, other employees, or others in interest find it necessary to be able to reach the employee immediately;
2. The employee's job-related duties require him/her to be on-call outside of normal business hours.
3. The employee is not normally present at a fixed workstation during or after normal business hours and, as a result, timely communication is difficult to transact.

Mobile devices generally will not be issued to county employees who do not demonstrate a need for immediate accessibility. Employees who fall in this category include, but are not

limited to: interns, volunteers, contract employees, part-time, temporary personnel, consultants, or other employees whose day to day functions do not warrant the issuance of a County-owned mobile device.

Section 2. Responsibility and Authority:

Department directors are responsible for determining an employee's need for mobile devices within their respective departments and for periodically evaluating an employee's eligibility. Departments should analyze the true business need for a County issued mobile device, while considering other forms of communication available to County employees (landline phone, e-mail, radio, etc.). The Department Director should conduct a review of the monthly mobile services and devices usage and charges and certify that usage remains within the planned business needs and budget. Areas of review shall include, but are not limited to:

1. Usage spikes (up or down)
2. Long Distance, roaming, 4-1-1 directory assistance, text messaging or other "extra" charges/costs type services.
3. Downloads such as games, ring-tones, or non-business related services
4. Excessive personal use
5. Billing errors
6. Other usage that may impact an employee's productivity or network performance or otherwise incur costs.

Department Directors are also responsible for:

1. Informing employees of the purpose for mobile communication in conducting County business.
2. Ensuring employees understand usage requirements.
3. Ensuring compliance with this policy.
4. Communicating to employees the consequences of noncompliance.

Employees and their respective departmental management are jointly responsible for understanding and abiding to the terms set forth by this policy. Departments and employees shall monitor the continued applicability of these services, equipment and terms to the assigned duties and responsibilities of the user.

Information Services Department is responsible for ordering, canceling and managing County mobile devices. Information Services will administer all mobile contracts for the County. There are several departments authorized to manage and administer their own

accounts within the master County agreement managed by Information Services. Additionally, the Information Services Department and those departments that manage their own County devices, will be responsible for maintaining an accurate inventory of mobile equipment, users, and services purchased under these contracts.

Section 3. Bring your Own Device (BYOD):

The use of non-County owned devices on County networks is strictly prohibited. Devices prohibited include, but are not limited to:

1. Personal Cell Phones,
2. Tablets, Laptops, PDA's
3. External hard drives
4. Thumb drives; CD/DVDs and other media

Section 4. Issuing a Mobile Device:

The Information Services Department will be responsible for managing the best plan and equipment for the County. In order to take advantage of volume pricing discounts, County of Spotsylvania has standardized mobile device equipment, mobile service packages and mobile accessories. Additionally, since any telecommunications service or device can be connected to the County's network at any time, any such service or device must be in compliance with the County's technology policies and procedures.

Once a mobile device has been received and if the user requires assistance setting up their cell phone, the Department's wizard (the department point of contact trained in Trak-it ticket work requests) will need to create a Track It work request. The ticket will be assigned and date of completion will be scheduled by one of our Service Desk Technicians.

Section 5. Management of County Owned Devices:

Mobile Device Management (MDM):

All County-owned mobile devices will be managed through the Information Services Department Mobile Device Management Program (MDM). The MDM Program provides securing, monitoring, reporting and automating the management of mobile devices. Management includes configuration of email synchronization, contacts, calendars, configuring WI-FI, VPN, bookmarks and an enterprise app store. The Enterprise App Store contains County approved applications. Advanced user configuration are unavailable.

A request for a new application must be coordinated and approved through Information Services and have a demonstrated business need. Upon identifying a new business App need, it must go through Information Services Security vetting, approval, and to ensure security standards are met.

Encryption of Non-Public Data:

All non-public data stored on portable computing devices must be encrypted by one of the following means:

1. An approved, third-party product that is enforced through a controlled configuration and cannot be disabled by the user.

2. Encryption that is enforced through a technical policy or localized applications that cannot be overwritten by the user.

Password / Authentication Requirements: All portable computing devices that contain non-public data or synchronize with services that can potentially access non-public data must protect the data with user authentication.

Remote Data Wipe: Portable computing devices that only use a Personal Identification Number (PIN) for authentication must have the capability to:

1. Be remotely erased (or “wiped”) by Information Services.
2. Automatically erase all data after a set amount of authentication attempts.

Technical Responsibility:

All users of mobile devices must sign and agree to the following requirements:

1. To physically protect the portable device when away from a secure location.
2. Proper escalation and notification procedures in the event a portable device is lost or stolen, including the need to notify their agency before notifying a third-party carrier.
3. Remotely wipe data on the device, which may potentially include personal data.
4. Recover data or take possession of devices when legally necessary.
5. Records retention, records management, FOIA request responses, statutory requirements and data practices considerations

Section 6. County-Owned Mobile Phones and Devices: Appropriate Use

It is imperative that mobile devices owned by the County of Spotsylvania be used to conduct County business, and also that said devices be used appropriately, responsibly and ethically. The following must be observed:

1. County-owned mobile devices are property of the County of Spotsylvania and must be treated, used and safeguarded as such. If a County issued mobile device is damaged, lost or compromised the employee shall immediately notify his/her Department Director, as well as the Information Services Department to prevent fraudulent use of the device and to acquire a replacement. Departments will be charged for any repair or replacement parts.
2. No employee is to use a County-owned mobile device for the purpose of illegal transactions, harassment, or obscene behavior, in accordance with existing HR employee policies and guidelines. Sheriff employees are exempt from this requirement, under the supervision of the Sheriff while engaging in this activity to further a law enforcement investigation.
3. All costs associated with issued mobile devices will be allocated to the appropriate department.
4. Monthly itemized bills will be received and processed by the Information Services Department and uploaded into the county’s financial system for payment. Costs will be allocated to the appropriate departmental budget code.

5. Billing information will be submitted to Finance by the Information Services Department. Individual departments are sent a Monthly Consolidated Phone Line Charge report via email for review. If a department finds a discrepancy with a charge, the department is responsible to dispute the charge to the Chief Information Officer (CIO) or designee within thirty business days.
6. Any service minutes that are included in the monthly plan are property of the County of Spotsylvania.
7. Employees are discouraged from using the County's mobile services for personal use. Employees will be required to reimburse the County for personal costs they cause the County to incur in excess of its basic mobile telecommunications contract structure. Such personal costs include, but are not limited to, unauthorized "extra charges/costs features" such as those noted in the paragraph above, and personal or non-work related incurred costs. Reimbursement to the County for such costs shall be made no more than quarterly. Violations of this policy can result in varying forms of discipline including up to termination in accordance with HR Policy.
8. Upgrades to existing mobile services and devices must have the business needs defined and the Department Director's approval prior to obtaining an upgrade or receiving additional services. Upgrades are normally free, depending on device, after one year dependent on the carrier and the contract.
9. Mobile services and devices must be operated in accordance with all applicable state and local regulations regarding use while on or conducting County business, in a County vehicle, while operating County equipment, or in an employee's personal vehicle. Employees are prohibited from using a mobile device when operating a moving vehicle while on or conducting County business. The only exception to this is an emergency or need originating from a public safety issue.
10. Each employee is responsible for the use of his/her mobile service and device and therefore is responsible to ensure unauthorized use does not occur.
11. Freedom of Information Act (FOIA) stipulates everything (personal or business related) that is received or transmitted via any telecommunications service or device (including your personal cell phone if used for County business) may be subject to FOIA, if the data is able to be retrieved. Examples of such data include: text messages, pictures, contacts, address book, emails, voice mails, blogs, website visited, etc.
12. Departments requiring mobile additions, moves, and/or changes to their service shall provide Information Services with ample advance notice to allow Information Services and device/service providers time to arrange for the delivery of such services in their normal course of business.

Section 7. – Text Messaging:

County-owned mobile devices are property of Spotsylvania County and must be treated, used and safeguarded as such. See HR Personnel Policies & Procedures Manual Chapter 8.13 & 8.14 for additional details.

The County's FOIA Policy references the Virginia Freedom of Information Act (FOIA), located in the Code of Virginia, Sections 2.2-3700 to 2.2-3714, which *"...guarantees citizens of the Commonwealth and representatives of the media access to public records held by public bodies, public officials, and public employees."*

A public record is any writing or recording—regardless of whether it is a paper record, an electronic file, an audio or video recording, or any other format—that is prepared or owned by, or in the possession of a public body or its officers, employees or agents in the transaction of public business. All public records are presumed to be open, and may only be withheld if a specific statutory exemption applies."

FOIA stipulates everything that is received or transmitted via any telecommunications service or device, including your personal cell phone if used for County business, may be subject to FOIA, if the data is able to be retrieved. Examples of such data include the following but are not limited to: text messages, pictures, contacts, address book, emails, voice mails, blogs, websites visited, etc.

See the County's FOIA Policy at <http://www.spotsylvania.va.us/foia> for additional details.

Records Management

The records management policy establishes the general responsibilities for management, retention, and disposition of Spotsylvania County records, *in accordance with the Virginia Public Records Act (VPRA), Code of Virginia § 42.1-76 through § 42.1-91. This policy applies to all employees (including part-time and per diem) and authorized agents of Spotsylvania County and its affiliates. Pursuant to Virginia Code § 42.1-86.1 (B), no public records created before 1912 shall be destroyed without first offering them to the Library of Virginia. Pursuant to Virginia Code § 42.1-86.1 (C), all departments shall ensure that records created after July 1, 2006, and authorized to be destroyed or discarded, are so disposed of in a timely manner unless they have been deemed of archival value.*

Spotsylvania County is committed to effectively managing its records, regardless of media type, by adhering to best practices and following a systematic and logical plan developed by the departments that maintain the records.

Compliance

To ensure compliance with all federal and state records retention requirements all text messages on county owned devices will be captured and archived. The text message archiving software will automatically index, securely and reliably retained within the archiving platform. It will be readily available for quick, on-demand search, supervision and review and production alongside all other supported electronic communication types.

Section 8. Policy Non-Compliance

The Department Director and the employee's immediate Supervisor/Manager will be advised of any breaches of this policy and will be responsible for appropriate remedial action, which may include but not be limited to, reimbursement to the County for costs incurred, revocation of the privilege to use County mobile devices and disciplinary action, including suspension or dismissal from employment, in accordance with the County's HR Personnel Policies and Procedures Manual.

Appendix: County Issued- Standard Supported Systems & Mobile Devices – All running the latest operating systems (where applicable)

- 1. Desktops**
- 2. Laptops**
- 3. Toughbooks & Related tablets (PS & Community Development)**
- 4. IPADs**
- 5. IPHones**