

Excessive Mobile Device Bill Repayment Procedure

Office of the Corporate Chief Information Officer and Telecommunications, Client
Service Management Branch

Version: 1.0

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Excessive Mobile Device Repayment Procedure

Revision Record/Version History

Use the following chart to manage version history of the policy.

Version #	Date Changed	Updated By	Description of Change
1	Jan. 29, 2020	Anoushka Fernandes	Creation of New Procedure for review by original sub-committee members
2	Feb 28, 2020	Anoushka Fernandes	Updated based on sub-committee member feedback; submitting for review by SA-DMO
3	April 8, 2020	Amy Beard	Minor revisions to comply with IMT Policy program.
4	June 1, 2020	Amy Beard	Incorporated changes from ADM IMT Committee and SFO Council.
5	July 7, 2020	Amy Beard	Approved by Deputy Minister, Service Alberta.

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Procedure Statement

This procedure will guide ministry Senior Financial Officers, ministry expenditure officers, and Government of Alberta (GoA)-assigned mobile device end-users in the fair and consistent repayment of excessive bills. This policy aligns with expectations outlined in the [Code of Conduct and Ethics for the Alberta Public Service](#).

Authority

This procedure is issued under the authority of the Mobile Device Policy.

Scope

This procedure applies to all departments as defined in section 14 of schedule 11 or the *Government Organization Act*.

Definitions

- **GoA-assigned mobile device** means any cellular/smartphone, iPad, tablet, or laptop procured and registered into the GoA's Mobile Device Management (MDM) environment, for the purpose of helping GoA staff perform their jobs;
- **End-user** means the individual GoA staff member who uses a particular GoA-assigned mobile device(s);
- **Expenditure Officer** means a public employee, public official, or personal service contractor designated under Section 37 of the *Financial Administration Act*¹;
- **Ministry Lead Wireless Authorized Account Coordinator (WAAC)** means the GoA staff member who is designated as a ministry's point of authority to make administrative changes to any GoA mobile device registered to that ministry. An updated listing of ministry Lead WAACs can be found at <https://myphone.gov.ab.ca>;
- **Ministry WAAC** means the GoA staff members who are designated as a branch or team's point of authority to make administrative changes to any GoA mobile device registered to that particular branch or team. Ministry Lead WAACs are responsible to maintain an updated listing of individual ministry WAACs;
- **Ministry Senior Financial Officer** means the staff member who has direct responsibility for a ministry's system of financial management; and
- **Excessive Bill** means a single monthly invoice for an individual GoA-assigned mobile device that exceeds \$100.

Procedure Specification

As noted in the Mobile Device Policy, expenditure officers are responsible to review the bills for GoA-assigned mobile devices within their assigned deptIDs each month. In December 2018, Deputy Ministers established \$100 as a billing threshold, beyond which individual device bills are to be considered unreasonable and should be flagged for investigation.

¹ See Part 4, Section 29(e) of the [Financial Administration Act](#).

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Expenditure Officers should continuously assess mobile device bills that are consistently unusual but still fall under the \$100 billing threshold. This may include data usage charges that exceed the \$20 billing cap, for example. Such occurrences could be the result of billing errors (which should be identified to the WAAC for correction with the vendor), or may justify a discussion with the end-user.

In investigating bills exceeding \$100, expenditure officers should work with the end-user to determine the reason for the charges:

- Is there a billing error?
- Was a travel package properly authorized, prior to the departure date? (NOTE: these packages can cost up to several hundred dollars.)
- Was an authorized travel package not properly applied to an account prior to the departure date?
- Did the end-user exceed the capacity of a properly applied travel package?
- Is there other relevant information that should be considered?

Upon conclusion of the investigation, the expenditure officer should work with the ministry Senior Financial Officer and Employee Relations Services to make a determination as to whether or not the end-user should be required to repay any portion of the bill.

If the end-user is required to provide repayment to the GoA:

1. The Expenditure Officer should direct the end-user to review the GoA Mobile Device Policy, specifically the appendix, "Government of Alberta Employee Obligations in Using Work-Assigned Mobile Devices."
2. If the Expenditure Officer is not in a management-level role, the Expenditure Officer should work with the end-user's manager to assess the excessive bill and determine what amount is to be repaid.
3. In consultation with the ministry's Financial Services branch and Human Resources' Employee Relations Consultant, the end-user's manager should work with the employee to ensure repayment is made either by cheque made payable to the GoA, or through a formally defined written agreement for payroll deduction arrangement(s).

Compliance

- Consequences of non-compliance with this policy could result in damage to the GoA's reputation, expose Albertans to harm and/or incur unnecessary costs.

References and Supporting Resources

- Mobile Device Policy