

# Mobile Device Policy

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

Version: 1.0

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### 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	Comprehensive 2020 update 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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## Policy Statement

This policy provides government-wide guidance to both expenditure officers and end-users on the proper procurement, use, and disposal of Government of Alberta (GoA)-assigned mobile devices. This policy aligns with expectations outlined in the [Code of Conduct and Ethics for the Alberta Public Service](#) and the [Use of Government of Alberta internet and email directive](#).

## Authority

This policy is issued under the authority of sections 2 and 3 of Schedule 11 to the *Government Organization Act*, which assigns responsibility for Acquisition of Government supplies to the Minister of Service Alberta.

## Scope

This policy applies to all departments as defined in section 14 of Schedule 11 of the *Government Organization Act*.

## Policy Specification

### **Eligibility for a GoA-assigned Mobile Device**

Government departments may set their own guidelines to govern which staff members may be eligible to receive and use a GoA-assigned mobile device, as long as those guidelines comply with corporate policy. As formal “personas” for Alberta Public Service jobs are developed through the 1GX program, they may be incorporated into future versions of this policy.

In making decisions to acquire a mobile device for an employee, program areas should consider:

- **Location of work:** Does the amount of travel or mobility involved in the employee’s job make primary use of a landline phone and/or desktop computer impractical?
- **Employee Safety:** Should the employee be issued a mobile device to mitigate risk from working alone, in remote locations, or regular exposure to high-risk situations?
- **Hours of work:** Is the employee expected to be regularly available to respond to inquiries outside of regular business operating hours?
- **Nature of Need:** If a mobile device is required, are only voice services needed, or is the full functionality of a smartphone required? Assessing this carefully can save initial acquisition costs and ongoing monthly subscription charges.
- **Minimum Devices:** How many devices is the employee to be issued (ex. desktop computer, laptop/tablet, landline phone, mobile/smart phone)? Are all of these devices required? If no, consider reducing device assignments.
- **Employee-Employer Relationship:** To prevent assumption of an employee-employer relationship, contractors should not be assigned a mobile device by the GoA.

### **Protection of Government Data and Information**

Content (data and information) on a mobile device remains GoA property. Upon termination or transfer, GoA is not responsible for retrieving or providing access to any personal information stored on the device. If a user wishes to store personal information on a GoA device it is their

responsibility to take necessary precautions to back up the device to a personal repository and ensure personal information has been removed before returning the device. Personal information includes items not related to GoA work, for example personal photos, contacts, notes, etc.

### **Bring Your Own Device Statement**

Bring Your Own Device (BYOD) is not supported at the GoA. For the protection of GoA data, employees are not permitted to use personal devices for GoA applications like email and calendar. Personal devices will not be certified for use on the GoA's Mobile Device Management (MDM) environment. Further, employees are not permitted to switch SIM cards between GoA-assigned mobile devices or personal devices, as this can lead to billing anomalies and the risk of devices incorrectly incurring charges beyond contractual billing caps.

NOTE: GoA staff are permitted to use personal devices to access corporate cloud-based applications, such as 1GX. GoA employees are not entitled to reimbursement of costs for use of a personal device in accessing corporate cloud-based applications.

### **Procurement**

Service Alberta is responsible for the procurement, maintenance, and renewal of the GoA's standing offer contracts for mobile device products and services. The current standing offer vendors are Bell and TELUS.<sup>1</sup>

Procurement of individual mobile devices is at the discretion of an area's expenditure officer. Initial device and ongoing subscription costs are the full responsibility of the end-user's business unit.

Only designated ministry Wireless Authorized Account Coordinators (WAAC) may purchase mobile devices from approved vendors using the Electronic Ordering System. Links to all systems can be found on <https://myphone.gov.ab.ca>. Only devices that have been certified for use on the GoA's MDM environment may be purchased; the price cap for individual devices is \$1100. For this reason, employees may not choose to personally pay for non-certified devices with a higher price point, and which are not available through the vendors' Electronic Ordering Systems. The Telecommunications Unit in the Client Service Management branch will work with the standing offer vendors to regularly refresh the list of devices available for purchase through each vendor's Electronic Ordering System.

To ensure the maximum value for each device, Android devices are eligible to be replaced after 2-year life cycle; Apple devices are eligible to be replaced after a 3-year life cycle, or until no longer serviceable.<sup>2</sup>

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<sup>1</sup> In those rare instances where a mobile device is to be primarily used in a region of Alberta in which neither Bell nor TELUS provide sufficient cellular network coverage, employees may purchase devices for use on other carrier networks. Information about the Exceptions Process may be found [here](#).

<sup>2</sup> End-users are encouraged to continue using a mobile device beyond its expected life cycle, provided its operating system continues to be supported for use within the GoA MDM environment.

## Definitions

In this policy:

- **GoA-assigned mobile device** means any SIM card-enabled cellular/smartphone, iPad, or tablet procured and registered into the GoA's MDM environment, for the purpose of helping GoA staff perform their jobs. This policy does not apply to laptop computers, that are managed through the End-User Computing process;
- **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*<sup>3</sup>;
- **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.

## Roles and Responsibilities

GoA Employees or End Users will:

1. **Initial onboarding and annual refresher course.** End users of GoA-assigned mobile devices must take the e-course, "GOA Employee Obligations in using Work-Assigned Mobile Devices" upon receipt of a new mobile device; and then again every year thereafter as a refresher; and adhere to the "Government of Alberta Employee Obligations in Using Work-Assigned Mobile Devices" (see appendix; forms part of the aforementioned e-course). The e-course can be found on the GoA's Learning Management System: <https://goa.noverant.com/login/>. Individual ministries will be responsible to track compliance.<sup>4</sup>
2. **International Travel.** Employees are not generally expected to take their mobile devices on personal vacation. When employees will be undertaking international travel for business purposes; or where an employee has written supervisory pre-approval to take a mobile device on personal international travel, employees and their supervisors are responsible to determine whether or not a travel package should be purchased through the ministry WAAC.  
*NOTE 1:* Packages must be purchased and applied to the account before the employee's date of departure from Canada. Further, travel packages do not guarantee billing caps, if package capacity is exceeded.

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<sup>3</sup> See Part 4, Section 29(e) of the *Financial Administration Act*.

<sup>4</sup> Each ministry has the ability to designate certain staff members as Learning Management System administrators. These staff are able to view reports indicating which staff have completed which courses. Please contact [goa.training@gov.ab.ca](mailto:goa.training@gov.ab.ca) for more information.

*NOTE 2:* Where international travel for business purposes may include destinations regarded as “high risk” for device theft and/or data security, employees are encouraged to consult with Service Alberta’s Corporate Information Security Office. It may be prudent to arrange for the setup of an additional device (to be provided by the business area), which can be configured to minimize threats to data security and integrity.

3. **Potential Access by International Border Guards.** When travelling internationally with a GoA-assigned mobile device, employees should be aware that some international border guards may demand access to data held on the device. Refusal to comply with this request could have ramifications on the employee’s ability to enter that country in the future. This risk should be assessed prior to departure; Service Alberta’s Corporate Information Security Office may be able to advise on data safety precautions.
4. **Repayment of Excessive Bills.** Given the current corporate contracts with Bell and TELUS, individual GoA-assigned mobile devices should not incur single month bills that exceed \$100. Staff who incur excessive bills may be asked to make repayment to the GoA. Please see companion document, “Mobile Device Policy: Excess Bill Repayment Procedure” for details.
5. **Timely Reports of Loss or Theft.** In the event of loss or theft of a GoA-assigned mobile device, the employee must file a report as immediately as possible with the GoA Service Desk: (780) 427-1462 or [GoA.ServiceDesk@gov.ab.ca](mailto:GoA.ServiceDesk@gov.ab.ca) and their Ministry Lead WAAC. Timely reports may assist the Corporate Information Security Office to remotely “wipe down” a device, thereby reducing the risk of data exposure. Failure to report theft, or loss of device due to negligence, could result in disciplinary action as per section 25 of part 1 of the *Public Service Act*.
6. **Personal Use.** Given the current corporate contracts with Bell and TELUS, most categories of mobile device use (voice calls, texting, data) are subject to billing caps. As such, employees may use GoA-assigned mobile devices for personal use, provided such use does not contravene the [Code of Conduct and Ethics for the Alberta Public Service](#) and/or the [Use of Government of Alberta internet and email directive](#).
7. **Use While Driving.** Employees should not use GoA-assigned mobile devices in an unsafe manner while driving personal or GoA vehicles. Considerations to avoid distracted driving can be found through the GoA public-facing website here: <https://www.alberta.ca/distracted-driving.aspx>.

Expenditure Officers will:

1. **Appropriateness of Plans.** Expenditure officers are responsible to ensure that the appropriate monthly plan is applied to individual mobile devices. Ministry WAACs can assist with assessments.
2. **Annual refresher course.** Expenditure officers must take the e-course, “GOA Employee Obligations in using Work-Assigned Mobile Devices.” The e-course can be found on the

GoA's Learning Management System: <https://goa.noverant.com/login/>. Individual ministries will be responsible to track compliance.<sup>5</sup>

3. **Review of Monthly Exceptions Report.** Expenditure officers are responsible for the financial transactions within their assigned deptIDs. Bills for GoA-assigned mobile devices should be reviewed each month; individual device bills of more than \$100 should be flagged for investigation. Where required, expenditure officers must work with employees and the ministry SFO to coordinate repayment to GoA for excessive bills incurred.
4. **Return of Mobile Device on Employee's Termination.** When an employee no longer requires a GoA-assigned mobile device or is terminated, the expenditure officer is responsible to work with the supervisor to collect the device, which should then be passed on to the WAAC for a data wipe down and disposal or redeployment, in accordance with the instructions on the Employee Termination Checklist. On termination of assignment with the GoA, an employee may request to "port" a previously-assigned mobile device phone number to a personal device. Expenditure officers will make the final decision on whether or not to approve the phone number porting request. Phone number porting requests and disposal must be coordinated through the local ministry WAAC.
5. **Manage usable devices.** Expenditure Officers will work with the Ministry WAAC to canvass the work area (branch, division, ministry) to see if a used device is available for redeployment, prior to authorizing purchase of a new device.

Ministry Lead WAAC will:

1. **Cross-Ministry Committee participation.** Ministry Lead WAACs are responsible to participate in meetings of the Ministry Lead WAAC Committee, as organized by the Telecommunications Team. Regular participation provides an opportunity to stay informed on any mobile device program changes.
2. **Ministry WAAC Coordination.** Ministry Lead WAACs are responsible for maintaining a list of all WAACs for their ministry. In their coordination role, they will:
  - serve as primary ministry contact for the Telecommunications Team, and mobile wireless service provider representatives;
  - manage ministry WAAC listing and ensure appropriate access to Electronic Ordering Systems;
  - act as primary point of contact for ministry WAACs, provide guidance, and ensure they disseminate information arising from the Ministry Lead WAAC Committee meetings;
  - coordinate training requirements with mobile device vendor representatives for ministry WAACs; and

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<sup>5</sup> Each ministry has the ability to designate certain staff members as Learning Management System administrators. These staff are able to view reports indicating which staff have completed which courses. Please contact [goa.training@gov.ab.ca](mailto:goa.training@gov.ab.ca) for more information.



- coordinate major communication within their ministries as needed by the Telecommunications Team.
3. **Escalation of Issues to Telecommunications Team.** Where any issues with mobile wireless service providers cannot be resolved, including those escalated by ministry WAACs, the Ministry Lead WAAC will escalate them to the Telecommunications Team as required.

Ministry WAAC will:

1. **Ordering of New/Replacement Devices and Distribution of Onboarding Materials to Device Holders.** Once approved by an Expenditure Officer, Ministry WAACs place orders for individual mobile devices through the Electronic Ordering System. At the time of order placement, WAACs are also responsible for disseminating mobile device onboarding tools (including the links to: this Policy; the Repayment Procedure, and the end-user e-course on Noverant).
2. **Operational Support and Issues Management.** Ministry WAACs are to provide day-to-day operational support to the branch or teams for which they provide coverage. This includes processing service requests with authorized mobile wireless service providers through the electronic ordering systems, and providing liaison to mobile wireless service providers to resolve any issues related to service orders (delivery, billing, purchase and application of travel packages prior to end-user's date of departure, etc.) on behalf of end-users.
3. **Management of Devices.** Ministry WAACs facilitate data integrity for financial reporting, inventory management, and disposal of GoA mobile devices. This includes ensuring maintenance of appropriate financial codes in the Electronic Ordering System and facilitating transfer of devices to other billing codes as employees move between GoA positions; and appropriate disposal of devices through GoA Surplus Sales when a device is no longer supported on the GoA network.
4. **Escalation to Ministry Lead WAACs where required.** Where any issues with mobile wireless service providers cannot be resolved, ministry WAACs must escalate them to their Ministry Lead WAAC.

## 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; and may lead to an employee's loss of use of GoA-assigned mobile devices.

## References and Supporting Resources

- Excessive Mobile Device Bill Repayment Procedures
- IMT Policy Instruments, Standards:
  - [iPad - Hardware](#)
  - [iPad Mini - Hardware](#)
  - [Notebook - Rugged - Detachable](#)
  - [Notebook - Rugged - Laptop](#)

- [Notebook - Rugged - Tablet](#)
- [Tablet - Windows](#)

## Appendix A:

### Government of Alberta Employee Obligations in Using Work-Assigned Mobile Devices

As an employer, the Government of Alberta (GoA) seeks to facilitate employees' ability to work in non-traditional ways that increase employees' mobility. Where it makes good business sense, the GoA will provide employees with mobile devices (including, but not limited to, cell phones, smartphones, tablets, and laptops) to facilitate completion of their work from multiple/non-traditional work sites.

The GoA is responsible for the centralized procurement of mobile/wireless products and services. Employees are responsible to use these products and services in a manner that is consistent with the [Code of Conduct and Ethics for the Public Service of Alberta](#), and the [Use of Government of Alberta internet and email policy](#). All records stored on mobile/wireless products are subject to management under the *Freedom of Information and Protection of Privacy Act*, and Government of Alberta records management obligations.

By accepting a GoA-provided mobile/wireless product and/or service, employees agree:

- To immediately report the loss/theft of device to the GoA Service Desk: 1-888-427-1GOA (1462) or [GOA.ServiceDesk@gov.ab.ca](mailto:GOA.ServiceDesk@gov.ab.ca);
- To comply with all rules, regulations, and policies associated with mobile wireless products and services usage;
- That application purchases not needed for GoA business purposes will be purchased with a personal credit card or other method of payment;
- That only designated ministry Wireless Authorized Account Coordinators (an updated listing of ministry leads is available on [myphone.gov.ab.ca](http://myphone.gov.ab.ca)) may purchase mobile devices from approved vendors using the Electronic Ordering System;
- They will be held financially responsible for material costs arising from mobile device use during an employee's personal (non-business) international travel, in cases where a supervisor's pre-approval was not provided *prior to the date of departure from Canada*.
- They may be held financially responsible for material costs arising from mobile device use during business-related international travel, in cases where a supervisor's pre-approval was provided *prior to the date of departure from Canada*, and the constraints of a pre-purchased travel plan are exceeded.

Employees who are assigned GoA-provided mobile/wireless products and/or services are expected to re-affirm their commitment to this Code of Conduct every time they receive a new mobile device. This will be achieved by completion of the "GoA Employee Obligations in using Work-Assigned Mobile Devices" e-course available on the [Government of Alberta's Learning Management System](#). Each ministry shall maintain a record of employees that have completed the course every year.