

Title	Mobile Phone Usage Policy
Date	17 th February, 2020
Approved By	LWETB Meeting 17 th February, 2020
For Review By	LWETB Board

LWETB Mobile Phone Usage Policy

1. Purpose

To outline the guidelines and policy on the provision and use of mobile phones and handheld devices within Longford & Westmeath ETB.

It is the policy of LWETB to use only one mobile phone service provider. In the event of a change of vendor, LWETB mobile phone users will be notified and may have to present their device for upgrade.

The policy in respect of mobile and handheld devices may be reviewed from time to time. LWETB staff availing of mobile and handheld devices will be required to read the current policy and agree to abide by it before any mobile or handheld devices, properly authorised, are issued.

2. Description

The policy applies to:

- All staff who have access to LWETB Mobile and handheld devices.

This policy document covers all mobile devices including laptops, tablets and, predominantly, mobile phones. Any reference to a “mobile”, “mobile device” or “handheld device” is a reference to any or all mobile devices.

Note: Whilst this policy document is largely concerned with LWETB provided mobile devices, the section entitled “Courtesy” also applies to privately owned mobile phones and their use within the work environment.

3. Definitions

“Must”, or the terms “required” or “shall”, refer to an absolute requirement of the policy. “Must not”, or the “shall not”, refer to statements which are an absolute prohibition of the policy.

“Should”, or the “recommended” refer to a statement that should be applied. In certain circumstances, there may be a valid reason to ignore a particular item. In this case the full implications must be understood and carefully weighed before choosing a different course.

“Should not”, or “not recommended” mean the specified behaviour should not be performed. There may exist valid reasons in particular circumstances when the particular behaviour is acceptable, but the full implications should be understood and the case carefully weighed before implementing any behaviour described with this label.

4. Requirements

The provision of mobile devices such as mobile phones is intended to ensure the provision of a prompt and efficient service by LWETB staff. Staff should be aware that LWETB mobiles are issued for prudent work use only. Set out below is the LWETB policy in relation to the use of mobile phones for both work and occasional personal use.

Staff members who ignore or contravene this policy may have their mobile device completely withdrawn and may be subject to disciplinary action.

In general, LWETB mobiles may not be used for illegal acts, for activities in breach of ETB policies or for personal commercial activity. Unauthorized or inappropriate use may lead to disciplinary action or criminal prosecution.

Please be aware that your Mobile phone or device provided by LWETB remains the property of LWETB at all times. You will be responsible for its safekeeping, proper use, condition and eventual return to LWETB.

Security:

- a. Your LWETB email account should be accessed through Office 365. Please do not configure Microsoft Outlook on your mobile device with this account as it is a breach of ICT policy.
- b. Unless agreed by your manager applications and other programmes may not be downloaded to any mobile phone under any circumstance. LWETB ICT Support should always be consulted before loading any additional Apps.
- c. PIN numbers must be applied to mobile phones. Please ensure this facility is used at all times to minimise security risks. Do not generally share/disclose PIN numbers with other members of staff.
- d. You must also keep a note of the phone's IMEI number (press *#06#) in a safe place. If the phone is lost or stolen, both the SIM card and phone can then be cancelled, rendering the phone useless.
- e. Staff issued with a mobile phone purchased by LWETB must ensure the security of the phone (and any allied equipment) at all times. The following items should be noted:
 - i.) Should a mobile phone be lost or stolen, the user must report the matter to LWETB ICT Support as soon as is practicable for notification to the service provider. If the phone is lost or stolen outside of office hours, users must contact directly the mobile provider's customer service number to report the theft in order to block the number and handset.
 - ii.) Users must take care of and use the phones in their possession in a responsible manner. Users are required to keep mobile phones clean, and in serviceable condition to the best of their ability, and report all irregularities immediately to LWETB ICT Support.

iii.) There are a number of in-built protection mechanisms that the user should apply in the day-to-day operation of the mobile phone:

- Activate the keypad lock
- A PIN code must be used to lock the phone so that if the phone is subsequently stolen or lost a PIN code must be used to unlock the phone.

iv.) Secure the phone at home as if it is a personal possession.

v.) Mobile phones must not be left in unattended vehicles.

vi.) If lending the phone to other members of staff, make a record of when and to whom.

vii.) Mobile phones must be enrolled in the LWETB MDM (mobile device management) system.

Safety:

The use of mobile phones is at the discretion of staff members. LWETB will not be held responsible for any occupational health claims purported to arise from the use of mobile phones by LWETB staff. It should be noted that it is illegal to use a hand-held mobile phone in a car while the car is moving. Accordingly, staff should ensure that their mobiles are turned off whilst driving.

Maintenance:

In relation to the day-to-day care and use of phones, the individual users are responsible.

Accountability:

LWETB staff are accountable for appropriate use of their LWETB mobile. Mobile devices should be used in an efficient, lawful, safe and ethical manner.

Mobile device usage should be able to withstand public scrutiny and/or disclosure. LWETB staff should not use the mobile phones or handheld devices in a way that could defame, harass, abuse or offend individuals or organisations.

The usage of any camera attached to or separate from the device should not be used to take, view or transmit any inappropriate pictures.

All mobile phones are issued to users on the specific understanding that, in the event of an emergency or a suspicion of impropriety, LWETB Management reserves the right to request the return of any phone.

LWETB does not accept responsibility for any inappropriate or illegal material found on the mobile device. It is the responsibility of the individual staff member to ensure that there is no unauthorised access to the mobile device and that the mobile is used in a lawful and ethical manner.

LWETB staff may be called upon to explain the use of their LWETB mobile device.

LWETB staff must comply with all policies, legislation and regulations applicable to the use of mobile devices.

Bills/Personal Use:

Mobile devices are provided for officially approved work purposes only i.e. LWETB related business. However, it is realistic to expect that there will be some occasional personal use of the mobile phone.

As with the use of other LWETB telephone lines, personal calls should be avoided and, where necessary, should be of short duration.

The standard monthly tariff covers all business and personal/regular calls and texts within the Republic of Ireland. Consequently, additional usage costs should be very limited.

A monthly bill is available to you, directly from the service provider so that you can monitor and manage your usage accordingly.

It is the responsibility of the individual staff member to review their monthly bills and where the charges exceed the standard monthly tariff to identify the excess charges any personal calls, texts or charges and to reimburse LWETB for same. This payment should be made within a reasonable period from the receipt of the bill.

Personal mobile phones should not normally be used to make work calls. LWETB does not undertake to refund any work calls made in this way.

Staff should be aware, that the Accounts Department conducts regular audits on all LWETB mobile bills and usage.

Termination:

As there are associated charges please ensure that you notify procurement@lwetb.ie in the event you no longer use/require a Mobile phone device. Where an individual is leaving the Organisation it is the responsibility of the Individual to arrange for the return of the mobile phone or device to their Manager.

5. Responsibilities

Owner	Responsibilities
Director of Organisational Support & Development	Revisions and updates to the policy
LWETB Management Team	Approval of the Policy
All who use or have access to LWETB Phone or Mobile device	Responsible for implementation of the policy.