

607.4.1 Responsible Use of Technology: Mobile Wireless Devices and Services

Statement

The Division recognizes the vital role mobile wireless devices play in the access, use and transmission of information for education delivery and business services. It is recognized that some personally owned mobile devices are currently being used by employees to conduct Division business.

All Division owned and personal mobile wireless devices used to access Division resources shall comply with applicable legislation, and the Division's Responsible Use of Technology Policy 607.4.

Elements

1. Eligibility Criteria

- 1.1. Only Division-owned mobile wireless devices that meet Division mobility standards shall be allowed on to the District's Network Environment. Personally owned mobile wireless devices are required to connect to the District's Public Network.
- 1.2. A Division mobile wireless device may be issued to an employee upon appropriate approval.
 - 1.2.1. All mobile wireless devices must be approved by the representative's supervisor (minimum, School Principal) and requested and approved through the Technology Department.
 - 1.2.2. Executive/Senior Leadership has the ability to deny or restrict approval of new devices based on budget availability and other considerations.
- 1.3. Approval may be based on one or more of the following needs:
 - 1.3.1. Member of Executive/Senior Leadership Team and their support staff that are required to be readily accessible on short notice.
 - 1.3.2. Division employees that are frequently away from the office due to job responsibilities that require the use of a mobile wireless device.
 - 1.3.3. Division or school representatives that are a key contact during an emergency or crisis.
 - 1.3.4. Division employees that require a mobile wireless device for safety reasons due to job responsibilities or working conditions (e.g. remote care worker, frequent traveler, work alone, perform hazardous work).

- 1.3.5. Required by Management/Supervisor as part of a work or on-call responsibility.
- 1.4. Criteria for transferring or returning a Division mobile wireless device includes:
 - 1.4.1. Should a Division representative move to a new team within the Division, the former and current supervisors shall determine if/what related mobile wireless device(s) should remain with the team or follow the Division representative in their new role.
 - 1.4.2. Should an employee leave the Division, their mobile wireless device(s) (including all accessories) may be transferred to a new Division representative assuming the role or returned to their supervisor.
 - 1.4.3. To transfer a mobile wireless device, the new user must contact the Technology Department for proper disposal or redistribution.

2. International Roaming

- 2.1. Personally funded international roaming options are available to staff by contacting the Technology Department no less than seven (7) business days prior to travel.
- 2.2. Roaming charges incurred while on any type of personal leave may require reimbursement to the Division, with the exception of employees who are on call during the leave.
- 2.3. Mobile wireless device usage for out of country business travel must be approved prior to travel taking place:
 - 2.3.1. A School Principal, or higher, does not require approval for out of country business travel, but must contact the Technology Department to request an international roaming package no less than seven (7) business days prior to travel.
 - 2.3.2. Other employees must receive supervisor approval for out of country business travel and contact the Technology Department after approval to request an international roaming package no less than seven (7) business days prior to travel.
- 2.4. When travelling outside of Canada with a Division owned device, including travel to the United States, it is the employee's responsibility to be aware of international data roaming charges, which can be significant. Employees should use WiFi wherever available, when travelling. Use of data for personal reasons when roaming internationally, and especially with bandwidth intensive applications, can result in significant data charges for which the Division employee will be required to reimburse the Division.

3. Mobile Wireless Device Education for Users

- 3.1. All employees who are authorized and assigned the use of a District owned mobile wireless device are required to educate themselves and be fully familiar on the appropriate terms of use of their device as it pertains to the Division.

4. Information Security and Privacy

- 4.1. Personal and business information stored on Division owned mobile wireless devices must meet the District's Responsible Use of Technology Policy 607.4 and the *Alberta Freedom of Information and Protection of Privacy Act* (FOIP) and Division policies.
- 4.2. Collection, access, disclosure, transmission, and storage of information on a mobile wireless device must be in accordance with the FOIP Act, and applicable Division Policies.
- 4.3. Information in the custody and control of the Division may only be transmitted by Short Message Service (SMS or Text Messaging), Multimedia Messaging Service (MMS), or any other messaging application (including email) from a mobile wireless device, if the transmission is in accordance with the requirements in the FOIP Act and Division policies.
- 4.4. Mobile wireless device users must take reasonable precautions when making a call or viewing information on a mobile wireless device to ensure that personal and business information in the custody and control of the Division cannot be overheard and/or viewed by unauthorized parties.
- 4.5. Mobile wireless devices must have password protection enabled and should be in a locked position when not in use.

5. Photography, Audio, and Video Recordings

- 5.1. Division employees, when using a mobile wireless device to record any photographs, audio, or videos, must be do so in accordance with the FOIP Act.

6. Use of Mobile Wireless Devices in Division Facilities

- 6.1. Employees shall be considerate of their surroundings and ensure privacy and safety when using a mobile wireless device in Division facilities.

7. Personal Use of Division Mobile Wireless Devices

- 7.1. Personal use of mobile wireless devices includes, but is not limited to voice, texting, data usage, downloading and utilizing applications, photographs, videos, and long-distance calling. The Division reserves the right to audit, store or review all uses and data stored on Division

provisioned devices.

- 7.2. Mobile wireless devices provided by the Technology Department are the property of the Division employees may use Division issued mobile wireless devices for personal use provided that such use:
 - 7.2.1. protects the confidentiality, integrity and security of personal information and other assets;
 - 7.2.2. does not interfere in the performance of their employment or contractual duties;
 - 7.2.3. does not transmit or send inappropriate, improper, annoying, excessive, threatening or obscene material or otherwise harass, offend, threaten, embarrass, distress or invade the privacy of any individual or entity, and is used in accordance with the *Acceptable Use* policy;
 - 7.2.4. does not result in a net material cost to the organization;
 - 7.2.5. is consistent with professional conduct.

8. Liability for Mobile Wireless Device Usage and Damage

- 8.1. While Division employees may use Division mobile wireless devices for personal use, in various cases, a Division representative may be required to reimburse the Division for the following types of personal use or damage:
 - 8.1.1. Personal long distance or data charges (see also 2.4)
 - 8.1.2. Minutes, text, data usage, or fees related to premium-rate telephone numbers called for online services such as chat lines, competitions or voting.
 - 8.1.3. Damage to a mobile wireless device while in employee care.

9. Damaged, Lost or Stolen Mobile Wireless Devices

- 9.1. If a mobile wireless device is damaged, lost or stolen, the District employee must report the incident immediately to their supervisor and the Technology Department.

10. Division Use of Personal Mobile Wireless Device

- 10.1. A Division employee may be eligible to request reimbursement for usage on their personal mobile wireless device. Written approval from the employee's direct supervisor must be obtained before the expense can be incurred. A copy of the approval and documentation of the incurred charges must be included with the Division employee's expense claim.
- 10.2. Division employees eligible to claim reimbursement for usage of their personal mobile wireless device must provide proper documentation indicating they incurred a charge for the use and submit their claim for

reimbursement using an expense claim. A maximum monthly allocation may not exceed \$30 for extra expenses incurred. Reimbursement will not be made if the use was made within a period of unlimited usage included in the rate plan, or where reasonable cost-free alternatives exist.

11. Mobile Wireless Device Use While Driving a Vehicle

- 11.1. In accordance with the Distracted Driving Regulation (Alberta), a driver must use hands-free voice activated functions and not hold, view or manipulate an electronic communication device that can send or receive phone calls, electronic data, and electronic mail or text messages while the vehicle is in operation.

Definitions

Mobile Wireless Devices means smart phones, cellular phones, tablet computers (e.g. iPads) excluding laptop computers, wireless data cards (air-cards), mobile data terminals (MDT), two-way radios, and pagers.

Multimedia Messaging Service (MMS) means a technology which enables mobile devices to exchange messages which include a variety of media, such as photos, video, and audio. MMS can also deliver text-based messages greater than 160 characters in length. MMS operates via a mobile wireless network.

Personal Information means recorded information of any kind stored in any format that identifies an individual including, but not limited to:

1. address and contact information (including an identifying number or symbol assigned to an individual);
2. race, ethnic origin, gender or marital status;
3. educational, financial, employment or criminal history;
4. opinions of others about the person;
5. the image of a person on a photograph; and
6. personal views and opinions.

Short Message Service (SMS) means a technology that enables mobile devices to exchange short text-based messages of 160 characters or less via a mobile wireless network.

User means an individual who operates a Division owned mobile wireless device or utilizes a personally owned mobile device to access Division resources.



Wi-Fi means a technology allowing devices equipped with the required components to communicate with one another wirelessly in a particular area.

References

Other: *Distracted Driving Regulation (Alberta)*
 Freedom of Information and Protection of Privacy Act (Alberta)
 Traffic Safety Act (Alberta)