Mobile Device Policy

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Consultation Groups	
Approved by (Sponsor Group)	Information Governance Steering Group
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Executive Director lead :	Chief Finance Officer
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Services	Applicable
Trustwide	x
Mental Health and LD	
Community Health Services	

Version Control Summary

Version	Comment
0.1	Initial draft for comment & discussion.
1.0	Working draft pending approval by IMTSG and Service Delivery Board
2.0	Updated 7/03/06 for new Mobile Phone Contract, standard kit and SDB approval
2.1	Updated 04/02//2010 by Shahla Dilawar with new contract details and service alterations pending approval by IG Steering Group and Trust SDB.
2.2	Annual review – March 2012 D W
2.3	Updated by SL
3.0	Annual Review/Additions – September 2014 A M
3.1	Added section 7.1.6
3.2	03/04/2017 Modified sections 7, 12 AM
3.3	Review Asim Mir September 2018

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1.0 Introduction

Increasingly Mobile devices are required by staff in order to carry out their work safely and efficiently. There are many benefits to the Organisation in having Mobile Phones and Smartphone devices available for staff use, however there are many implications and responsibilities, which require clarification.

This policy and its attendant procedures will address these issues, and give clear instruction and guidance on the purchase and use of Trust provided mobile phones/ Smartphones.

Scope of this Document

This document addresses the issues that affect the life span of a Trust provided mobile device from its order to its decommissioning.

It sets out:

- Who is eligible to receive a Trust provided mobile/Smartphone.
- How to obtain a Trust provided mobile/Smartphone.
- The user's responsibilities.
- What to do in case of loss, theft or damage to the mobile device.
- Roaming arrangements and International Barring.
- Decommissioning /cancelling a Trust provided mobile.
- Upgrades

Encryption Policy

All tablets, smartphones and laptops are encrypted.

Tablets and smartphones that connect to Trust email are forced to use the Trust's Exchange Active Sync policy. This enforces a strong device password (8 characters, alphanumeric, a capital letter and special character). It also forces encryption of the device.

Laptops are encrypted using BitLocker, making use of the hardware TPM chip. Recovery keys are stored in Active Directory. Smart devices can be remotely wiped.

Bring Your Own Device (BYOD)

Staff wishing to utilise their own smart devices can connect to corporate email. This is done via NHS Mail. Guidance can be found at nhs.net.

2.0 Eligibility for a Trust Mobile Device

Mobile phones/Smartphone devices are issued solely on the basis of need. For example eligibility under the Lone Workers Policy or someone who needs to be contactable out of the office.

The budget holder whose budget will fund the purchase and on-going charges associated with the mobile device will make the decision on eligibility.

Workers are not to have both a Mobile phone and a Smartphone. A Smartphone is a dual function device which allows calls to be made and emails to be received.

Workers who with a Smartphone are not eligible for a tablet or iPad device. IPads and tablets provide the same functionality, minus the calls and texts, as a Smartphone. Only a standard Mobile phone device may be used.

3.0   Obtaining a Trust provided mobile device

All Trust provided mobiles will be ordered by the IT department.

The IT department will determine the make and model of phone to ensure uniformity throughout the Trust.

The IT department requires the request for a mobile phone or Smartphone, by completing the IT Mobile Request Order Form The form must then be approved by the budget code holder and will be vetted by the Assistant Director of IT.

The request should confirm the information from budget holders. Incomplete requests will be returned unprocessed.

If a stock phone is available the cost will be transferred from the relevant code to the IT department's stock code.

If no stock phone is available, a Non-Stock Requisition will be raised by IT.

Non-stock requisitions are raised within a week of the initial request, these are then sent to SBS for processing.

The IT department will endeavour to have stock mobiles ready within five working days. The department are not able to provide an estimate for receipt of non-stock mobiles, as the ordering process is not under its direct control.

When requesting a mobile phone, you are agreeing to a minimum contract for two years.

All mobile phones and Smartphone devices will be issued with a £75 monthly credit allowance. This £75 allowance will be added per monthly billing cycle.

Usage will be monitored by the relevant budget holder, who can obtain itemised usage from the online Analyser.

Users will not be able to make outgoing calls once the £75 allowance has been reached, however they will continue to receive calls. Those whom wish to increase the monthly allowance will be required to approach their relevant Service/Borough Director, who will then need to submit their approval and reasons for the increase to the Assistant Director of IT for determination.

Cases whereby the individual(s) whom has a reoccurring monthly spend of over £75 will be referred to the relevant director for examination of this spend.

Trust phones are not covered by an insurance policy. The cost of replacing the phone will be borne by the budget paying for the phone.

It is the Budget Holder and requester's responsibility to arrange collection. When the phone is ready a member of the IT department will contact you to let you know it is ready for you to collect.

When you receive your phone you will receive it boxed, with the mains charger, accessories and instructions. You will be required to return all of these when you return the phone.

If you have any queries about setting up and using the standard phone features, reading through the manual that is provided with the phone should provide clear answers.

It is the staff member's responsibility to notify the IT department of any loss, theft or fraudulent use.

It is the staff member's responsibility to notify the IT department when they leave the Trust or no longer require their equipment/connection. It must all be returned.

Any outstanding charges are charged to the relevant budget code(s).

4.0 Users Responsibilities

When a user accepts a Trust provided mobile phone, they agree to the following responsibilities:

To take all reasonable steps to care for the phone including, but not exclusively, not dropping or throwing the phone, not getting the phone wet, not losing the phone.

To only make business calls from the mobile phone if a Trust land-line is not available for use.

To follow the prescribed procedures should the phone become lost, stolen, damaged or faulty, and to reimburse the Trust for any financial loss caused by not doing so.

To not use the phone in situations where it unsafe to do so. Mobile phone users should take all reasonable steps to keep the device secure. This includes not leaving the devices in areas vulnerable to theft e.g. in view in a car.

Should the user be threatened and asked to hand over their mobile phone by a thief, they will do so without argument.

Please also refer to the Information Governance and IMT Security Policy.

Please read the Disciplinary Policy regarding Misuse of Information Systems, inappropriate/private/excessive use of mobile devices on the Intranet.

Please also refer to the Network Internet and email usage policy on the Intranet.

Failure to adhere to the Trust policies could lead to disciplinary action.

It is the staff member's responsibility to notify the IT department of any loss, theft or fraudulent use.

It is the staff member's responsibility to notify the IT department when they leave the Trust or no longer require their equipment/connection. It must all be returned.

Any outstanding charges are charged to the relevant budget code(s).

5.0 What to do in case of loss, theft or damage to the phone.

All phones issued will come with instructions covering all aspects of the phones use.

Failing to follow these instructions in the event of loss, theft, damage or failure of the phone may result in the Trust being charged for a replacement. In such cases the relevant budget code will be liable for these costs.

Mobile phones issued by the Trust are not covered by any insurance policy

Smartphone devices are covered by a 1 year manufacturer warranty which will cover the device from the date of purchase - this warranty does not cover accidental or intentional damage to the device.

The IT department should also be informed of any such incidences e.g. loss or theft, via the IT Service Desk on 0207 655 4004. The Service Desk will log a job to record the loss.

In the event of loss of any Trust IT equipment the user should also inform their line manager, budget holder and assurance department (via completion of a Datix incident report).

6.0   **Roaming Arrangements and International barring**
Phones are barred against making international calls and roaming overseas.

This will only be removed for Trust use, and by agreement between the budget holder for the phone and the relevant service director.

International calls made to or from a mobile are expensive compared to a landline and as such a landline should be used wherever possible.

Before agreeing to remove international barring consideration should be given to the great expense of making and receiving international calls. Additionally due to the loss of Caller ID data across international networks, it is impossible to trace many calls/callers and as such impossible to determine personal use or abuse.

Premium Rate Calls/Texts
All premium rate calls and text services are not permitted on any Mobile Phone or Smartphone. This includes all 118 services, the speaking clock and subscribed text services.

The IT department monitor premium rate and will flag any usage to the budget code holder and director directly responsible for the staff in question.

Upgrades
The Trust currently does not provide an upgrade service.

7.0   **Decommissioning /Cancelling a Trust Provided Mobile**
When ordering a Trust Mobile, the Budget Holder has committed to a two-year contract. The relevant budget will be responsible for the phone for this period.

It may be possible in some cases to re-assign the phone to another user, however this has to be with the agreement of all concerned, and through notification to the IT department to make the transfer

In the event of a member of staff leaving the Trust, It is the employee's responsibility to inform the IT department that the phone is no longer required, and to ensure the handset (and any other IT equipment) is returned by the member of staff.

If it is imperative that a Mobile is cancelled within the two-year contract, the relevant budget code will be liable for all outstanding line rental costs, and any penalty charges.

When the phone is returned, it should be returned in its box, complete with mobile phone, battery, charger, sim card and instructions to the IT department.

The IT department will ensure the device is disposed of in accordance with I.G. policy.

It is the staff member's responsibility to notify the IT department of any loss, theft or fraudulent use.

It is the staff member's responsibility to notify the IT department when they leave the Trust or no longer require their equipment/connection. It must all be returned.

 Any outstanding charges are charged to the relevant budget code(s).

8.0   **Notes for Budget Holders**
As a budget holder you will be asked to approve and order mobile phones, and you will receive the monthly bills for distribution to users. The following may prove useful to remember:

It is your decision whether or not someone is eligible.

If you order a mobile/Smartphone, you are committing to a two-year contract where your budget will be liable for all the charges associated for the phone. This is usually the line rental and then any call charges. But your budget code will be liable for any replacement or cancellation charges incurred.

When ordering a mobile phone/Smartphone, provide the following information, the Budget Code you wish the phone to be paid for, the name of the budget holder and their contact details (address, phone number and email) and the name of the user. They will also need to specify if the requester has an existing Trust mobile phone and the mobile number.

If you agree for a mobile phone to be transferred to another department, unless you inform IT, your budget code will continue to be charged for it, and it will be your responsibility to claim back the charges, IT are not able to intervene.

Similarly, if the phone changes user, let us know. We can update the user reference, which helps us keep our records up to date, and helps you when issuing the bills to the users.

If the phone is lost or stolen the IT Dept will need to be notified immediately so that the number in question is suspended to avoid abuse, a replacement sim card will only be issued upon request.

The line rental is charged in advance, but call charges are charged in arrears, so even once a phone is cancelled you are likely to receive a last bill.

There is a £75 cap on monthly phone usage. It is your responsibility to report any spend over £75 to your Service Director for their information and potential investigation.

 Any spend over £75 in a month will lead to outgoing calls being blocked, until the next month. The IT department will get notification of any user hitting this cap, and will notify the relevant budget holder

Current Handsets and Tariffs

Due to frequent changes in device we're not able to list the current standard trust mobile. If you require confirmation of the current device and pricing please email: elt-tr.ictorders@nhs.net

There are two tariffs we use:

£0.75 per month *voice only*

£2.50 per month *voice and data*

All usage is capped to £50.