

# Mobile Telephony Devices - Acquisition and Usage Procedures

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## INTRODUCTION

The University provides mobile phones, smart phones, multimedia devices and converged devices (henceforth collectively known as 'mobile telephony devices') to nominated staff, to facilitate business communications.

Like all University assets and services, mobile telephony devices should be used in an efficient, lawful and ethical manner. Any staff member allocated a mobile telephony device will receive one that is appropriate to the requirements of their position and work environment.

## COMPLIANCE

This is a compliance requirement under the [Charles Darwin University 2003](#) part 8, section 33.

## INTENT

This document provides the terms and conditions governing the acquisition, distribution and appropriate use of University mobile telephony devices. It applies to all University staff.

## RELEVANT DEFINITIONS

In the context of this document

**Accessories** means any equipment that is supplied by the University as an optional part to be fitted to the mobile telephony device to enhance performance or provide an additional function such as a carry case, in-car charger etc.;

**Approving Officer** means a staff member of the University holding the position of Senior Manager;

**Carrier** means the vendor currently providing the phone service;

**Converged devices** means those devices, which incorporate mobile phone functionality, such as personal digital assistants (PDAs);

**Governance document** means a formally approved document that outlines non-discretionary governing principles and intentions, in order to guide University practice. Governance documents are formal statements of intent that mandate principles or standards that apply to the University's governance or operations or to the practice and conduct of its staff members and students they include the Charles Darwin University Act (2003), by-laws, policies, procedures, guidelines, rules, codes and the Enterprise Agreement;

**Hands-free kit** means a kit satisfying all legal requirements to use a mobile telephony device while driving;

**IDD** means International Direct Dial (calling overseas from Australia);

**Mobile telephony device** means any device that uses a SIM to connect to a carrier;

**Multimedia device** means any mobile telephony device capable of sending or receiving multimedia such as e-mails, video, films and music;

**Personal or private calls** means calls or charges unrelated to University business;

**Preferred Supplier** means the vendor currently supplying devices to the University;

**Senior Executive** means a staff member of the University holding the position of Vice-Chancellor, Provost, Deputy Vice-Chancellor, Pro Vice-Chancellor or Chief Financial Officer or equivalent;

**Senior Manager** means a staff member of the University holding the position of Director or Head of School or equivalent;

**SIM (Subscriber Identity Module)** means a card that enables a mobile device to connect to the carrier's network;

**Smart phone** means advanced mobile devices with multimedia, internet, email and personal information management capabilities; and

**STD** means Standard Trunk Dialling (calling interstate within Australia)

## PROCEDURES

### General

Information Technology Management and Support (ITMS) through Procurement manage all purchases of mobile telephony devices. All fees, charges and call costs incurred by the purchase and use of the mobile telephony device will be funded by the relevant cost centre.

All devices remain the property of the University regardless of funding source and are therefore governed by the University's [Information and Communication Technologies Acceptable Use Policy](#) and associated [Procedures](#).

The University records usage and call details. Records may be accessed by authorised staff for audit and investigation purposes, and may be subpoenaed as evidence.

Breaches of these procedures and related documents may result in the suspension of mobile telephony device privileges and disciplinary action in accordance with the [CDU and Union Enterprise Agreement](#).

The University accepts that a very small proportion of calls may be for reasonable private use (for instance contacting family members when delayed) and reserves the right to recover the costs that are deemed to be excessive. This includes costs associated with data transmission and internet usage.

### Criteria for Allocating Telephony Devices

All Senior Executives and Senior Managers of the University will be allocated a mobile telephony device appropriate to the requirements of their position and work environment. Other University staff requiring the use of a mobile telephony device to perform their duties will be allocated a device on a case by case basis.

Approving officers are to ensure there is a genuine business need or other benefit to the University before requesting a mobile telephony device for a staff member.

Criteria include, but are not limited to:

- A requirement to undertake frequent out-of-office duties, including off-campus training delivery;
- A requirement to be on call;
- Limited access to a fixed phone. (e.g. grounds staff);
- Working off-campus;
- A requirement to perform a specific security or Work Health and Safety function; and/or
- Improved client services, productivity, or efficiency.

**NOTE:** Smartphones require a compelling need for mobile access to email or the internet.

### Data Security and Mobile Telephony Devices

It is essential that all University mobile telephony devices that have multimedia capabilities are configured as part of the University's Managed Operating Environment (MOE). This enables the device to:

- Receive notifications from the University that a password reset is required; and
- Be managed through rules governing a centralised Domain which will control access to systems, firewall settings, browser security, patch provisioning, application controls etc.

Emails received or sent and websites accessed through a mobile telephony device must be treated with the same precautions as desktop devices to prevent unauthorised access to information and data (particularly University business of a confidential or sensitive nature), through hacking or spammers entering the system (for further information refer to the University's [ICT Security Policy](#), [Email Acceptable Use Policy](#) and [Email General Use Procedures](#)).

**NOTE: Staff must never divulge their PIN number or password to a third party**

All other mobile telephony devices must at a minimum, be PIN number or password protected.

Critical and confidential data should only be stored in University hard drives.

Individual staff members are responsible for ensuring that data on their own device is regularly backed-up.

### Purchase of Mobile Telephony Devices

All mobile telephony devices will be purchased from the University's Preferred Supplier and will use the Preferred Carrier (for further information on preferred suppliers and carriers or to arrange for the purchase of a mobile telephony device, refer to University Procurement).

The University reserves the right to change carriers.

Unless specifically authorised, staff allocated a mobile telephony device are not permitted to enter into any telephony or data plan with any carrier on behalf of the University, regardless of funding source or device ownership. Unauthorised plans will be cancelled, and the carrier advised to recover costs from the staff member responsible for entering into the plan.

## Standard Services

Standard services include:

- Voice calls;
- Voicemail;
- Text messaging (SMS); and
- Data plans, allowing internet access, email, and data transfers, are standard on smartphones and certain other devices only.

## Non-Standard Services

Access to the following services, are not considered a standard University requirement and require written approval from an Approving Officer:

- Global Roaming;
- Conference calls;
- Call diversions (except to voicemail) ;
- MMS (Multimedia Messaging Service);
- WAP (Wireless Application Protocol) ;
- PXT (Picture Text message) ; and
- Chargeable downloads.

## Use of Multimedia Telephony Devices

Sending of photos and other multimedia is not normally considered official business. All standard mobile telephony devices are barred from sending multimedia.

If there is a business requirement for multimedia transmissions, a written request must be approved by an Approving Officer and sent to ITMS for action.

Users must always respect environments where recording images, video, or audio is not permitted or may breach privacy or confidentiality.

Multimedia devices must not be used to record images, video, or audio of individuals without their knowledge and consent. Parent or guardian consent is to be obtained prior to recording images, video, or audio of persons under 18 years of age.

## Responsibilities of Approving Officers

The Approving Officer allocates University mobile telephony devices to nominated staff for business purposes.

**The Approving Officer must ensure that there is a genuine business need or other benefit to the University prior to allocating or purchasing a mobile telephony device. The device must also be appropriate for the requirements of the staff member's position within the University.**

Approving Officers are responsible for:

- Assessing which staff in their area/s of responsibility will be allocated a mobile telephony device;

- Ensuring staff who are allocated with mobile telephony devices are aware of and observe these procedures and other relevant University governing documents such as the University's [Information and Communication Technologies Acceptable Use Policy](#) and the [ICT Security Policy](#);
- Ensuring the mobile phone is one approved by the University and is only obtained from the University's Preferred Supplier (contact [Procurement](#) for further details of Preferred Suppliers);
- Ensuring a compatible hands-free kit or commercially designed holder is purchased in line with procurement requirements and installed in the vehicle of those staff members allocated with a mobile phone and who are required to drive a vehicle on University business;
- Approving the use of global roaming for official overseas travel;
- Notifying ITMS when re-allocating a mobile telephony device;
- Requesting ITMS cancel accounts for unused mobile telephony devices;
- Ensuring the staff member provides a written authorisation for deduction of costs in the event that the equipment is not returned in good order upon termination of employment; and
- Monitoring usage of mobile telephony devices in their area/s of responsibility.

### Responsibilities of Mobile Telephony Device Users

The nominated staff member allocated a mobile telephony device for University business is responsible for the security, proper use, care and maintenance of the mobile telephony device and all accessories, and for any and all activities associated with that device and must:

- Not use the mobile phone for any unlawful activity, personal financial gain, or for commercial purposes not authorised by or under the auspices of the University;
- Be aware of and comply with these procedures; any other related Commonwealth and NT Government legislation; and other related University policies and procedures such as the University's [Information and Communication Technologies Acceptable Use Policy](#);
- Keep private use to a minimum and restrict use to local and mobile-to-mobile calls only;
- Fully reimburse the University for the cost of any private International Direct Dial (IDD) calls made within Australia, or made to Australia when travelling overseas;
- Report any faults or damage to mobile telephony devices and any theft or loss immediately to the authorising officer and ITMS so that a replacement may be ordered and the service provider notified as soon as possible;
- Not use mobile telephony devices whilst driving unless secured in a commercially-designed holder or hands-free device fixed to the vehicle;
- Pay any fine incurred when using a mobile telephony device illegally whilst driving;
- Familiarise themselves with operating the device, and make time to read the instructions and manuals provided;
- Check their account for accuracy and inform ITMS of errors;
- Not send harassing, menacing, intimidating or offensive messages (for further information refer to relevant University ICT and Email policies and procedures);
- Return the mobile phone, any University supplied accessories and SIM in good working order on the cessation of their employment with the University or when transferring to a different cost centre within the University.

**NOTE:** If the equipment is not returned in good order, the cost of necessary repair or replacement may be deducted from outstanding benefits or entitlements that the staff member has under their contract of employment.

### All staff allocated mobile telephony devices must adopt practices of fair and reasonable use, including:

- Limiting usage to that necessary for effective business;
- Keeping calls brief;

- Protecting devices from security breaches, damage, loss or theft;
- Not using the device for unlawful activities, commercial purposes unrelated to the University, or personal gain;
- Reimbursing the University for all personal or private charges at least once per quarter.

The use of mobile telephony devices must be cost effective. Users must also:

- Be aware that any use of premium services or chargeable downloads (e.g. 3rd party software, ring tone services, competitions, 1900 calls) will be considered personal and must be fully reimbursed to the University;
- Be mindful of significantly increased costs of calls, email, and internet access while global roaming;
- Where possible use an internal phone to call an internal number as this is free;
- Reduce data costs and avoid carrier data services by setting the handset to detect CDU wireless when available. Devices can be configured to use CDU wireless while on campus; and
- Where possible use international prepaid phone cards when overseas, costing a few cents per minutes to use, as opposed to several dollars per minute for many international mobile calls.

## Support

Details of User support provided by ITMS in relation to mobile telephony devices are provided in the ITMS Services Catalogue and on the [ITMS web pages](#).

Any staff member requiring the use of global roaming must apply for services at least five working days prior to departure, and to make themselves aware of the services available and any requirements necessary to use the device while travelling.

Users needing support for their device are to contact the ITMS Service Desk to log a job or the ITMS Kiosk.

## Safety

Staff must consider safety when using mobile telephony devices and should:

- Follow instructions as issued by hospitals, airlines or where otherwise signed;
- Never use a mobile telephony device without a suitable hands-free device whilst operating a vehicle; and
- Make themselves aware of potential health and safety risks related to the use of mobile telephony devices, including prolonged use. Knowledgeable users are able to take steps to reduce potential risks.

## Etiquette

Staff should follow simple rules of etiquette when using mobile telephony devices such as:

- Be considerate of others and not leave the device unattended unless switched off, or in silent mode;
- Get permission from the owner before giving their telephone number to a third party;
- Avoid using mobile telephony devices when teaching or at meetings as it shows disrespect to the people you are with;
- If you are expecting a call that cannot be postponed, alert your colleagues ahead of time and excuse yourself when the call comes in; advise the caller that you are with people and keep it brief;
- Checking text messages in meetings is a sign of disrespect, particularly to the person speaking;
- Be discreet when discussing business or personal issues when in public places;

- Be aware of the level of your voice when using a mobile telephony device;
- Ensure the ring tone is appropriate;
- If it is a work mobile telephony device, keep it with you and secure; and
- Do not lend it to family members or friends.

### Alternative Suppliers

Requests for approval to purchase from an alternative supplier:

- Must be made to the Manager, Procurement;
- Must be supported by a written business case;
- Must be supported by the staff member's Senior Manager; and
- Will only be granted if comparable services or adequate coverage are not available from the University's Preferred Supplier.

### Termination of Employment

When a staff member ceases employment with the University their mobile telephony device and all University supplied accessories, must be returned to their approving officer for reallocation, or sent to ITMS for reallocation or recycling.

If the device is not returned the staff member will be charged the cost of its replacement. The SIM will be cancelled and the device locked, rendering the device useless.

Outstanding personal calls must be paid for on termination of employment and will be automatically deducted from a staff member's final pay through the Office of Human Resource Services.

### Transfer of Mobile Telephony Devices

Mobile telephony devices may be transferred between staff members as University needs change.

If the device is transferred to another staff member, the relevant supervisor must notify ITMS of the new User's details.

When a device is no longer required, the relevant supervisor must advise ITMS and Asset Services so the number can be cancelled.

If the phone number is no longer required by the University and the staff member wishes to keep the number for personal use, approval must be obtained from the relevant Senior Manager. Approval to transfer the number from the University to the staff member is to be forwarded to ITMS, to arrange for the number's release. Transfers must be completed within five working days of release, or the number will be cancelled by the carrier and no longer available. Any costs associated with transferring a mobile telephony device will be borne by the individual staff member making the request.

### Disposal of Mobile Telephony Devices

All unwanted or broken University mobile telephony devices are to be returned to Asset Services for reallocation or recycling. ITMS must be notified.

### Use of Non-University Equipment

The University will not meet or subsidise plan costs for non-University mobile telephony devices and are under no obligation to repair or service such devices.

### Satellite Phones

For information regarding satellite phones, please contact the [ITMS Service Desk](#).

## ESSENTIAL SUPPORTING INFORMATION

### Internal

[Email Acceptable Use Policy](#)

[Email General Use Procedures](#)

[Handling Suspected Cases of Unacceptable Use of Information and Communication Technologies Procedures](#)

[Identifying Unacceptable Use of Information and Communication Technologies Procedures](#)

[Information and Communication Technologies Acceptable Use Policy](#)

[Information and Communication Technologies Password Policy](#)

[Information and Communication Technologies Security Policy](#)

[\*Privacy and Confidentiality Policy\*](#)

[\*Records Management Policy\*](#)

## Document History and Version Control

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1.01	15 Jul 2013	Governance	<ul style="list-style-type: none"> <li>• Document number</li> <li>• Assigned Converted document to current template</li> <li>• Minor changes to wording, grammar and formatting</li> <li>• Updated and added hyperlinks</li> </ul>
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