1. Purpose
This policy outlines the College’s position on the acquisition of equipment, selection of usage plans, budgeting and invoicing for wireless and cellular technology.

2. Application and Scope
This policy applies to all individuals who have been granted access to a college-owned cellular and wireless device.

3. Definitions:

“Cellular and Mobile Devices” includes all cell phones and handheld computing devices such as PDA’s, SmartPhones, Tablets etc.

“Personal Digital Assistant (PDA)” is a handheld computer for managing contacts, appointments and tasks.

“SmartPhone” is a mobile phone built on a mobile operating system with more advanced computing capability and connectivity than a feature phone.

4. Principles
Wireless and cellular communication technology has become an important tool for efficient operation of the College. This technology, including cellular and mobile devices, promote productivity and expand the traditional office in terms of both time and space. However, to realize maximum benefits and productivity, standardization of usage and centralized management of equipment and services are essential.

5. Accountability and Compliance

5.1 Accountability Framework
This policy has been approved by the Senior Leadership Team.

5.2 Compliance
The Chief Information Officer will monitor and ensure compliance with this policy.
6. Roles and Responsibilities

6.1 Chief Information Officer

- The Chief Information Officer is responsible to ensure adherence to and alignment all IT policies within the College.

6.2 Telecommunication Services/Information Technology

- Responsible for the acquisition and initial management of all College-owned cellular and mobile devices.
- Responsible for establishing the College standard for cellular and mobile devices, negotiating appropriate service packages with a service provider(s) to take advantage of corporate, centralized usage arrangements, and communicating purchase and service arrangements to college departments.
- Responsible for maintaining relationship with service provider and ensuring monthly consolidated listing of all college issued devices.
- Responsible to provide support to individual users as needed.

6.3 Individual Manager

- Responsible to manage with IT and provide approval where applicable in cases where personal cellular or mobile device use is approved in place of utilizing a college owned device.
- Responsible for ongoing management including budgeting for, paying for and monitoring costs for wireless communication/data services.

6.4 Individual Users

- If wireless/cellular technology is required within a given role, users must rely exclusively on college-owned equipment and services unless approved by the Manager and IT as outlined in 6.3. College employees will not be reimbursed for expenses associated with the use of personal wireless equipment and high-speed internet access.
- Ensure that equipment and services paid for by the College are used primarily for College-related business. Limited personal use is permitted, but the user must reimburse the College for any charges incurred for personal use that are additional to the standard monthly service charges.
- All authorized users are responsible to comply with the Procedures as outlined within the corresponding procedures.

7. Policy Revision Date

7.1 Revision Date
September 2020

7.2 Responsibility
This policy will be revised by the Chief Information Officer every three years or earlier where required.

8. Attachments
Appendix A: Wireless and Cellular Technology Procedure
Attachment 1 - Request and Acknowledgement of Responsibility for Mohawk College Communication Devices

9. Specific Links
CS-1502-2002 Information Technology Use & Security Policy
CS-1501-2007 Electronic Communications Policy
CS-1500- Web Posting and Electronic Notifications Policy
CS-1306-1979 Conflict of Interest
GC 4200–2013 Social Media Policy
GC-4101-2013 Copyright Policy
Employee Code of Conduct
Appendix A
Procedures for Wireless and Cellular Technology

P1. The use of mobile devices paid by the College will be allowed under the following consideration(s):

- The job function of the employee requires considerable time outside of her/his assigned office or work area and it is important to the College that s/he is accessible during those times; and/or,

- The job function of the employee requires her/him to be accessible outside of scheduled or normal working hours.

The Manager is responsible for determining that a College mobile device is warranted based on the criteria above.

After managerial approval has been obtained, the request for wireless equipment must be submitted to IT, using the signed form - “Request and Acknowledgement of Responsibility for Mohawk College Communication Devices” (See Attachment 1). The signed copy of this statement must be kept on file by Telecommunications Services.

P2. Employees who require mobile devices must acquire College-owned equipment through Telecommunications Services. There are a few technology options available that have been determined by the IT Division to best meet the needs of PDA users for cell phone, e-mail and calendar functions. As a result, users can choose the standard PDA device that best meets their needs – currently the options available are:

- Apple iPhone;
- Blackberry; and the
- Samsung Galaxy.

In instances where greater functionality is required, other non-standard equipment may be acquired, with the understanding that this equipment is not part of the standard support provided by the IT Division. The decision to acquire non-standard equipment must be made in consultation with Telecommunications Services.

P3. Staff members requiring PDA equipment must work with the Telecommunication Specialist to select a service package, taking into consideration usage patterns, and anticipated volumes. Mohawk College has established a business arrangement with Bell Mobility that offers a variety of
corporate plans and discount programs.

Once the costs have been determined in conjunction with the Telecommunication Specialist, the approval for the purchase of equipment and ongoing service plan must be obtained using the “Request and Acknowledgement of Responsibility for Mohawk College Communication Devices” form (Attachment A). The Telecommunications Specialist will send a copy of the signed form to Purchasing.

P4. IT and Finance and Administration are responsible for working jointly to analyze buy-out implications for existing contracts for cellular phones and PDA devices and determine a satisfactory resolution until the use of non-standard wireless equipment has been eliminated.

P5. All equipment and services are invoiced to Mohawk College and expensed to departments directly. College subscribers must ensure that monthly service invoices are signed by their manager before they are submitted for payment through Accounting Services. Managers are responsible for monitoring usage and costs. The monthly listing of itemized calls must accompany the invoice submitted for payment. If adjustments in service plans are required, Telecommunications Services is responsible for ensuring that subscribers are participating in the most efficient plan.

Managers are also responsible for working with employee’s to identify and collect reimbursement for charges incurred by subscribers for non-College business when the costs are additional to the standard monthly fee and exceed $5.00. In such cases employee’s must go to accounting and pay the difference and attach receipt to their bill along with completed Wireless and Cellular Expense Summary Form (FSD Form 2009-02-26) which is available on MyMohawk.

Once all bills and completed Wireless and Cellular Expense Summary Forms are completed they should be submitted

P6. Telecommunications Specialist will work with the service provider to ensure receipt of monthly summary/listing of all college owned devices in an effort to manage and distribute as necessary for college related business.
Attachment 1
Request and Acknowledgement of Responsibility for Mohawk College Mobile Devices

This signed form must be submitted at the time of request for net new or upgrade to existing mobile device(s).

Subscriber Name: ________________________________________________

Department: ______________________________________________________

By signing below, I acknowledge the following:

1. Device(s), associated phone numbers and accessories are College property and will be returned to the College upon completion of the contract term, change in position, termination of employment, after a device upgrade, or sooner at the discretion of the Manager.

2. Lost or stolen devices are to be reported immediately and directly to Bell Mobility and the IT Service Desk.

3. Hardware upgrades are eligible after 24 months and are at the discretion of my Manager.

4. Repairs to devices that are not covered by warranty are my responsibility.

5. Personal use is not prohibited, however, the College expects employees to exercise prudent judgement in keeping personal use to a minimum.

6. It is required at minimum to set a password or pin to access the device. Swipe patterns must not be used.

7. Monthly review of expenses with my Manager is required and payment for personal use is to be made at Accounting Services.

8. The Corporate voice, text and data plans are applicable to Canada only. If the device(s) is going to the US or Internationally, it is my responsibility to request additional roaming features at least two business days in advance. Out-of-Canada expenses without a roaming plan in place is my responsibility.

For additional information on Mobile Devices, including the order process for a new or upgraded device, please follow the link below:
https://www.mohawkcollege.ca/employees/telecommunications#mobilephones

Signature of Subscriber: ___________________________ Date: ________________

Name of Manager: ___________________________ Date: ________________
(please print)

Signature of Manager: ___________________________

Note: Approval for expenses of device(s) and accessories is required by my Manager at the time of order.