

## Policy Purpose

This policy is designed to:

- a. Assist departments to determine staff eligibility for a wireless communication device
- b. Define the process for obtaining a wireless communication device and device upgrades
- c. Provide guidelines on appropriate usage, acceptable expenditures, and cost reimbursements

Standardization of device types and usage expectations will reduce unnecessary costs and ensure that the assigned device performs as expected in the StFX environment.

### 1. Eligibility

Wireless devices and plans will be provided by StFX for the following employees:

1. President, Vice-President and Director level positions
2. Those approved by a SAC member, based on job requirements when the employee:
  - a. Supports mission-critical systems or provides critical campus services and is required to be available immediately both within and beyond normal business hours;
  - b. Is not normally present at a fixed workstation and provides nomadic support where rapid response is often required;
  - c. Is in a role requiring frequent travel, mobile connectivity and rapid availability;
  - d. Demonstrates a need to have mobile access to critical information and documents;
  - e. Is engaged in research activities where the device is required to meet research objectives and is an eligible research funded expense.

Wireless devices will not normally be issued to student assistants, part-time employees, temporary employees, consultants or other employees/contractors.

### 2. Equipment

This policy covers all cell phones, smart phones, pagers, tablet computers (including but not limited to iPads or Android tablets) and mobile data sticks (including but not limited to the Bell Turbo Stick or similar devices) and applies to all employees or other authorized representatives who have responsibility for any mobile device issued by StFX, or who may conduct business on behalf of StFX while using a wireless communication device.

### 3. Voice, Data and Texting Plans

Procurement Services will administer and negotiate wireless communication device agreements on behalf of StFX in cooperation with the Technology Support Group (TSG). The device cost (if any) will be charged to the requesting department.

Cost Threshold – Smart Phone or Tablet devices should not exceed \$85/month (including 500mb data plan) or \$50/month for other wireless devices. Employee charges that consistently exceed expected expenses will be reviewed and reimbursement may be requested.

Standard wireless device and service packages will be developed for use in the StFX environment. Only those wireless communication devices approved by a SAC member and issued through the TSG will be authorized and

supported. Plans will be selected based on employee requirements. Standard services include call display, message centre/voice mail and the ability to send/receive text messages.

## Procedures

### 1. Request a new Wireless Device (or upgrade existing):

- a. Complete the Wireless Agreement and Device Request form and submit the form to immediate supervisor/Department Chair for approval.
- b. The Supervisor/Department Chair will forward the approved form to a member of the Senior Administration Committee (SAC) who will approve and forward to TSG.
- c. The TSG will contact the employee and provide guidance to ensure the most suitable wireless device and plan is selected.

**Data Plans** - If the employee has a demonstrated need for a data plan, the approval of such plans will be at the discretion of the Supervisor/Department Chair in charge of the requesting area.

**Smart phones and tablets may require an appropriate data plan to be active on the carrier's cellular network which will require department funding for the additional costs.**

**Upgrades to wireless devices require SAC approval. Please contact the TSG for device and upgrade costs.**

The TSG is available to provide consulting and advisory services for the selection of approved devices and data plans (including upgrade eligibility and pricing). Support and advice for best practice and cost reduction can be arranged by contacting the TSG contact centre.

### 2. Service Cancellation/Termination/Resignation

- The employee's immediate supervisor may request deactivation of a wireless communication device and terminate related services at any time from the TSG.
- Termination fees will be the responsibility of the employee's department. TSG may be consulted to identify such costs.
- Upon termination or resignation of an employee, **the device and its associated phone number (if any) remain the property of StFX** and must be reassigned within the department or returned to the TSG for termination.
- The TSG will ensure that devices to be discarded or reassigned will be cleared of data.

### 3. Operating Costs/Damage/Loss

- Damage, loss or theft of a StFX-owned wireless communication device must be reported immediately to the employee's supervisor and the TSG. The TSG will request that service for the device be suspended.
- The cost to replace lost, stolen or damaged devices is the responsibility of the department. Subject to availability, the TSG may have a used device that could be assigned to an employee.
- StFX standard device plans are not designed for wireless laptop connections using a wireless communication device (also known as "tethering"). If tethering is required for university use, then the user and the supervisor responsible will work with the TSG to determine the most effective tethering/laptop wireless solution and data plan.

- To reduce the operating cost of wireless data communication WiFi (wireless networking) should be configured and used wherever possible.

#### 4. International/U.S. Travel

- StFX standard plans for voice, data and texting are designed for use only within Nova Scotia and Canada. Usage outside of these areas will result in significant additional charges, and ***these charges can be thousands of dollars.***
- Roaming charges are the responsibility of the employee who will be travelling. If an employee incurs excessive charges StFX may cancel the employee's device, and request reimbursement and return of the equipment.
- To reduce the cost of excessive travel charges, various voice, data and texting plans may be added when required for travel. Prior to travel, the employee must contact their supervisor for approval. After receiving approval, the employee must arrange with the TSG to have the appropriate plan added to their package. The TSG request one week notice of the roaming requirement.

#### 5. Account Charges/Research/Invoice

- Sufficient funds should be included in the department or research budget to cover all charges associated with StFX-owned wireless communication devices. All mobile device costs will be charged to sub-account 6019 (telephone).
- Approved research funded wireless devices must be returned to the TSG when project funding has been depleted.
- Invoices will be provided by the supplier as a summary billing. Call detail reports may be requested through the TSG if a detailed report review is required by the supervisor.

#### 6. Personal Use/Appropriate Use

- StFX recognizes that wireless devices may be used for *incidental* personal use. Any charges that reflect significant personal use including such items as download of applications, roaming, long distance, airtime, data and texting will normally require that the employee reimburse StFX.
- Employees must adhere to provincial legislation governing the use of mobile devices while operating a vehicle. StFX recommends that drivers do not operate a wireless device in a vehicle unless the vehicle has been removed from the flow of traffic and is at a full stop.
- **Any activity that violates the manufacturer's warranty such as, but not limited, to "jail breaking" will not be permitted on StFX-owned devices.**
- Wireless devices provided by StFX are subject to the [StFX Information Technology Acceptable Use Policy](#).
- Employees should use discretion in relaying confidential information on wireless communication devices as transmissions are not secure. StFX may review the charges on any bill for service.

## 7. Privacy

In accordance with the Personal Information International Disclosure Protection Act, S.N.S. 2006, c. 3 (as amended), transporting any StFX-owned wireless communication device outside Canada must be considered carefully. “The personal information held by public bodies [of which StFX is one]... may be transported temporarily on, or accessed from the laptop computers, cell phones, and other electronic devices (e.g. blackberries), outside Canada if the head of the organization determines it is necessary to meet the operational requirements of the organization, or is necessary for the work of the employees.” (Government of NS PIIDPA FAQ)

## 8. Reimbursement for Personally Owned Devices

Employees may be reimbursed for StFX business calls made on their own wireless devices. In order to be reimbursed, the following conditions must be met:

- Department *pre-approval* by the Supervisor/Department Chair responsible for the area.
- All reimbursement requests must be submitted through an approved expense report
- A copy of the wireless device bill showing the call detail. If the copy of the bill does not show to whom the call was placed, StFX may request further information.

**No reimbursement will be made to employees for business calls made on their personal device if they do not incur additional direct costs, such as exceeding their monthly allocation of data or minutes subject to the above conditions.**

The following charges **are not eligible** for reimbursement:

- The cost of a personally owned cell phone or wireless communication device;
- The cost of a plan, set up fees or monthly access fees for a personally owned cell phone or wireless device;
- Roaming charges and text messaging charges will NOT be covered for personally owned devices.

## 9. Security Recommendations

Wireless communication devices, particularly smart phones and tablet computers, can hold confidential information such as email or other electronic documents.

As a result, steps should be taken to secure ANY wireless communication device including but not limited to those wireless communication devices not owned by StFX upon which confidential StFX information may be stored.

Users of such wireless devices should, at a minimum, configure such wireless devices to require a password or code to unlock the device before use.

## 10. Questions

Policy questions should be directed to Financial Services by emailing: [procurement@stfx.ca](mailto:procurement@stfx.ca)

Procedure questions should be directed to the TSG by emailing: [tsg@stfx.ca](mailto:tsg@stfx.ca)