



ICT Document No. WhoG-134

# Whole-of-Government Mobile Devices Policy

Version 1.4

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Approved by Director of Operations  
on 30 August 2015

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## Purpose

Mobile devices (eg mobile phones, small handheld devices, GPS devices, laptops, tablets) offer many benefits to ACT Government staff, but in considering the responsible use of government resources there are also several issues that require careful attention, including:

- risks associated with inappropriate use and the security of the information being transmitted and/or stored on the device
- managerial oversight of their use to ensure that costs are contained
- staff being aware of what they should and shouldn't be doing with this technology (noting the Whole-of-Government *Acceptable Use of ICT Resources Policy*)
- the benefits of Shared Services ICT's leveraged buying power to achieve more affordable solutions
- the sort of devices that can be connected to ACT Government networks and Shared Services ICT's responsibility to maintain the integrity of that network
- the level of support that Shared Services ICT can provide for this technology within reasonable cost limits.

For these reasons, this policy has been developed to assist staff and supervisors in the proper management of these devices and the control measures that must be employed to ensure that mobile devices are used in accordance with ACT Government policies and the Public Sector Management Standards, and operating within the principles of good governance.

## Background

The ACT Government through Shared Services ICT offers a comprehensive suite of facilities to enable Government employees to access voice and communication services in the course of their work. These services have for some years included the provision of mobile phone services and in recent times have expanded to accommodate the increased functionality of these kinds of devices, especially email and data/internet services.

This expansion has required that more attention be given to issues such as cost, probity and security – matters that have led to the development of this Policy.

## Roles and responsibilities

Role	Responsibilities	Positions
Officer	Comply with the requirements in this Policy and related documents.	ACT Government employees, contractors and consultants, and people granted access to the ACT Government networks.
Supervisor	Ensure that: <ul style="list-style-type: none"> <li>• devices are provided to Officers on the basis of a valid business need</li> <li>• Officers use their mobile devices in a responsible manner</li> <li>• Officers return their government-supplied devices and equipment when they leave the Directorate.</li> </ul>	Anyone responsible for staff to whom a mobile device is supplied.

## Scope

This overarching policy applies both to ACT Government employees with an ACT Government-supplied device and/or an ACT Government supplied SIM card, and people

employed by the ACT Government accessing any network operated by the ACT Government or its agents with any device, whether supplied by the Government or not.

Directorates may choose to augment this Policy with more specific policies that suit their own particular circumstances, but these must not decrease the level of control or security over the devices. Directorates may only permit the connection of devices that have been approved by Shared Services ICT.

This Policy applies to mobile phones, small handheld devices, GPS devices, laptops and tablets - anything that can work as a phone or wireless mobile device. It is not limited to voice-enabled devices. The Policy does not apply to pagers, as they cannot operate as a phone or a wireless mobile device.

## Glossary

Term	Definition
ACT Government network	A communications network operated by the ACT Government or its agents.
Data access	The ability to access the Internet from a mobile device
Excessive (as in usage)	While it is difficult to be entirely prescriptive, this can be determined by Shared Services ICT or the Directorate on a case by case basis.
Financial Delegate	An employee of the ACT Government with the authority to approve the expenditure of funds for telecommunications.

**Note:** other terms may be found in the [ICT Glossary of Terms](#).

## Policy

### 1. General

- 1.1 All laws and codes of conduct that apply to ACT Government employees in their general employment apply to their use of mobile devices. This is especially relevant to policies relating to security (eg Encryption) and acceptable use.
- 1.2 Shared Services ICT, in consultation with Directorates, will put in place the other documents to support this policy (see Appendix E).
- 1.3 Directorates will be able to implement their own policies as addenda to this policy, as long as these are not less restrictive than this Whole-of-Government policy.
- 1.4 Directorates can implement restrictions on the functions provided on the device (eg camera or GPS). This should be included in the initial request made to Shared Services ICT.
- 1.5 Directorates seeking an exemption from these policies should follow the *Policy Waiver Procedure*.

### 2. Provisioning

- 2.1 Shared Services is the sole purchasing agent for equipment and network carrier services.
- 2.2 Shared Services will be responsible for the support of ACT Government mobile devices on ACT Government networks.

- 2.3 A SIM for a non-government supplied phone or phone for non-government supplied SIM may sometimes be supplied at the requesting Directorate's discretion. In these cases it must be acknowledged by the Directorate and the service owner that support only extends to the component supplied by ACT Government.

### 3. Approved devices

- 3.1 Shared Services will maintain a list of approved devices that will be fully supported.

### 4. Request for device

- 4.1 All requests for devices must be based on a valid business need in accordance with ACT Government Purchasing Guidelines, and must be approved by the Financial Delegate of the Officer's business unit.
- 4.2 Requests for devices must comply with any procedures established by the Directorate.
- 4.3 The Officer receiving the device must acknowledge their obligations regarding operation of the device, including prohibited functions and uses, and any reimbursement required for private usage.
- 4.4 The Officer's Supervisor should acknowledge their responsibility in monitoring the usage and charges for all devices supplied to their subordinates.

### 5. Usage

- 5.1 Usage of the device and network services (including any private use) must be in accordance with the Whole-of-Government *Acceptable Use of ICT Resources Policy* and any Directorate-specific policies.
- 5.2 The current ACT Government Mobiles contract with OPTUS, offers two Voice Plans,
- \$17.00 (inc GST) per month "unlimited" voice plan – an "unlimited" plan includes all SMS, MMS messages and phone calls to all Australian numbers\*; and
  - A Pay As You Go (PAYG) plan – a plan with no monthly fee and no specified allowance for calls or messages.

*\* Unlimited does not include calls to premium services (e.g. 1900 numbers), international numbers or global roaming costs. Global roaming charges for Voice and Data services differ from country to country but in all cases is **EXTREMELY HIGH**. Staff should take particular note that global roaming charges incurred for personal use will need to be reimbursed. For further information on global roaming see section 6 below and the Scenarios attachment to this policy, or contact Shared Services, Strategic Finance at [ssictfinancevoice@act.gov.au](mailto:ssictfinancevoice@act.gov.au)*

- 5.3 The OPTUS Mobiles contract alters the way the Territory is now charged for mobile data. The ACT Government now subscribes to a single "data bucket"\*\*\* which is available to all subscribers of data enabled devices.

*\*\*\*The Act Government "data bucket" is centrally managed and monitored for consumption by Shared Services. Individual consumption of the "data bucket" is subject to "reasonable use" and where use is considered "excessive" Shared Services ICT may investigate and potentially apply additional charges to the individual or Directorate.*

- 5.5 Any material on a mobile device provided by the Government may be inspected at any time by a Shared Services ICT staff member authorised by the Executive Director, Shared Services ICT. This includes text, emails, photos, videos, binary programs, data files and system logs.

- 5.6 Users must at all times comply with relevant laws relating to the proper use and distribution of copyright material of all sorts.
- 5.7 Mobile devices issued to Officers are for the exclusive use of that person and should not be loaned to or used by any other person. Where a mobile device has been issued to a section, then it should only be used by members of that section.

## 6. 'International' or 'Global' roaming

- 6.1 International Roaming, often also called Global Roaming, is when you are able to use your mobile phone on another mobile network overseas while still being billed by your usual Australian mobile service provider. Depending on your destination and the type of roaming available there, you will generally use your existing mobile number and mobile phone to make and receive calls, access voicemail and send and receive SMS messages.
- 6.2 If you have a smartphone you will also be able to access global Data Roaming and this will allow you to access email and the internet, including social media such as Facebook or Twitter, while overseas.
- 6.3 Be wary however, although Global Roaming is convenient the costs to access services overseas are very expensive. In particular, because many data services on your phone are set to update regularly, the charge for Data Roaming can quickly become extremely high.
- 6.4 Because of the charges involved, Global Roaming is turned OFF by default on all ACT Government mobile devices. Users travelling overseas and who have a need to use their work phone for work purposes must seek the consent of their Manager and their Directorate finance representative when requesting this service to be enabled on their device. *For further information on global roaming, contact Shared Services, Strategic Finance at [ssictfinancevoice@act.gov.au](mailto:ssictfinancevoice@act.gov.au)*
- 6.5 The 'Scenarios' attachment to this policy explains the more frequent questions staff raise about Global Roaming.

## 7. Security and monitoring

- 7.1 Access and use of ACT Government mobile computing and communications devices will be logged and monitored in accordance with the limits specified by current Commonwealth and ACT legislation.
- 7.2 Unauthorised access and/or inappropriate use of devices will be reported by Shared Services ICT whenever it is detected. It is the responsibility of supervisors to ensure that the Officer is aware of their responsibilities in these matters.
- 6.3 The physical security of the device is the sole responsibility of the custodian. Officers must take all reasonable precautions to safeguard their mobile device, such as not leaving it visible in a parked vehicle and being careful not to leave it behind in taxis, public transport or restaurants.
- 6.4 If a device is lost or stolen, it must be reported to the Shared Services ICT Service Desk immediately if possible. For many supported devices, Shared Services ICT will have the capability to render them inoperable.
- 6.5 Classified and sensitive information must not be stored on mobile phones unless the device is explicitly approved for the purpose

## 8. Return of device

- 7.1 It is the supervisor's responsibility to ensure that devices, chargers, cables and manuals supplied by the ACT Government to an Officer are returned when the Officer leaves the Directorates' employ.
- 7.2 If an Officer has been supplied with a mobile device, this may be redeployed within the Directorate when the Officer leaves, or it may be returned to Shared Services ICT.
- 7.3 If an Officer is transferring to another Directorate within the ACT Government, the current Directorate may choose to permit the Officer to take the device with him and may make appropriate arrangements with the other Directorate to transfer ownership and associated costs.
- 7.4 Officers should ensure that all personal data is erased from the device before they return it.

## Compliance

Shared Services ICT Security, as part of the existing security tasks, will monitor the use of devices using the ACT Government ICT infrastructure for any unapproved remote access.

Failure to comply with policies regarding appropriate access and use will be pursued in accordance with the *ACT Government Remote Access Policy* and, if necessary, the *Public Sector Management Act 1994* and the *ACT Government Code of Ethics*.

If a Directorate believes that they have a good reason for not complying with this Policy, they should follow the procedure set out in the *Policy Waiver Procedure* by contacting their Directorate ICT Manager.

## Appendices

### Associated documents

- Policy Waiver Procedure
- Acceptable Use policies
- Remote Access Policy
- ACT Public Service Code of Ethics
- Monitoring and Logging Policy
- Incident Reporting Policy
- Guide to Mobile Device Usage (to be found contiguous with this policy on the ICT Policies web page at <http://sharedservices/actgovt/ICTpolicies.htm>)
- Encryption Policy

### Metadata

Owner: Networks & Communications Services Manager

Document location: [http://sharedservices/actgovt/ICTdocs/mobile\\_devices\\_policy.doc](http://sharedservices/actgovt/ICTdocs/mobile_devices_policy.doc)

Review cycle: This policy should be reviewed every 12 months

### Amendment history

Version no.	Issue date	Amendment details	Author	Approver
1.0	December 2008	Initial release (not published in QMS)	Kerry Webb	Shared Services Governing Committee
1.1	10 Feb 2009	Reviewed and updated formatting	Annette Lock	
1.2	26 Mar 2009	Minor revision for clarification, item 6 Appendix B	Kerry Webb	Chair, Policy Review Group
1.3	20 Aug 2015	Reviewed and updated formatting	Amy Weaver	Director of Operations

**Note:** This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the intranet version prior to use.

## Appendix B

### Mobile Device, products and services ordering

The following links contain forms and ordering information for Directorates to use when requesting the supply of mobile devices, products and services.

All forms are to be signed and approved by the Directorate and forwarded to [ServiceDesk@act.gov.au](mailto:ServiceDesk@act.gov.au) for processing.

Ordering forms can be found via the link below: -

<http://shareservices/ACTGovt/default.htm?tab=3>

Mobile device product information is available via the link below: -

<http://shareservices/ACTGovt/ICTdocs/Service-Catalogue/>

# Appendix C

## Acknowledgement of Mobile Device Policy and User Requirements

I,.....

of (section) .....

having taken receipt of a

(make).....(model).....

Mobile Service No. ....

acknowledge that I have been provided with a copy of the Whole-of-Government *Mobile Devices Policy* current at this time and have been given the opportunity to read and consider the policy before signing this form.

I agree to take proper care of the mobile device and associated accessories and manage its operation in accordance with the ACT Government *Mobile Devices Policy*. I acknowledge that I must use the Mobile Device in accordance with ACT Government policies on security, privacy and acceptable use.

I acknowledge that I may be required to pay an excess above an agreed amount for private calls appearing on the account for this service delivered to .....(Directorate)

**Signature:** ..... **Date:** / /20....

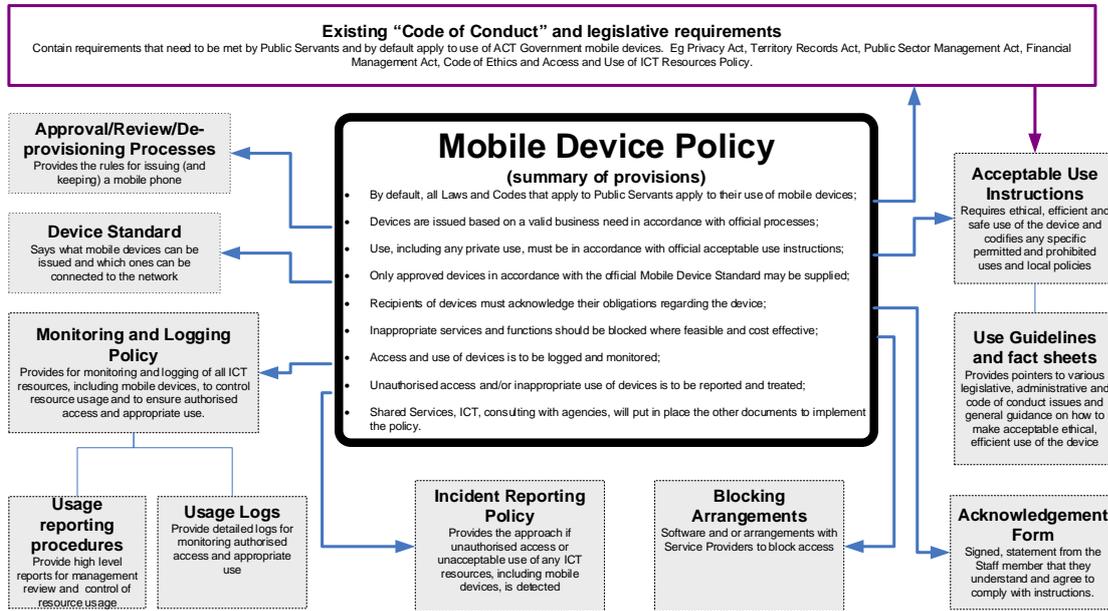
**Witness Name:** ..... **Signature:** .....

Date: / /20....

# Appendix D

## Policy Framework

**A DRAFT STRUCTURE OF DOCUMENTS FOR MANAGING ACQUISITION AND USE OF MOBILE DEVICES**



## Appendix E

### Scenarios and FAQ

**Am I allowed to use my work supplied mobile phone overseas for work purposes?**

Yes. But Global Roaming is turned OFF on your phone by default, so you will need to get approval from your Manager and your Directorate finance representative to have this service enabled. BEWARE that costs for roaming services can be high so use for work purposes should be kept to a minimum.

**Am I allowed to use my work phone for personal use when I am overseas?**

Yes but not for voice calls or SMS messaging. This is because Global roaming is turned off and so all network related services on your phone won't work. You can however use wi-fi and connect to any 'free' wi-fi services that may be available in your location when travelling. For example, many hotels provide free or pay-for-use wi-fi for their guests and often you will find 'free' wi-fi available in the hotel lobby. Other locations you may be in, such as fast-food outlets, cafes, restaurants, airports, shopping centres etc may also have free wi-fi available.

**What if I need to have Global Roaming enabled because I need to be contactable for work reasons when I'm overseas but I also want to make personal calls?**

Any personal use, such as voice calls or SMS messages, will need to be paid back to the government. You should identify personal related usage on your bill when you receive it and the relevant cost recovery mechanism used. Your Directorate finance representative or the Shared Services Voice billing team can assist you with this.

**If I have to use my phone overseas for work purposes, but only want to make and receive voice calls can I turn data off so that I don't incur any internet related charges?**

Yes. Most smartphones will allow you to turn off Data Roaming, so you will still be able to make and receive calls and texts but internet services will be turned off and no charges for data will be incurred.