

Transport for Greater Manchester Policy

IS Management and Control of Mobile Communications Equipment Policy

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Check issue number on Intranet before using.

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1 Policy Aims

This procedure describes the Management and Control of Mobile Communications Equipment;

2 Policy Scope

This document is intended to ensure that **TfGM** has in place a set of procedures to manage and control the provision, protection and recovery of mobile communications devices and costs attached thereto.

The policy is intended to cover, but is not exclusive to, the following devices:

- Mobile telephones
- Blackberrys
- Other PDA devices or smart phones
- 3G 'dongles'
- SIM cards

Such devices, due to their desirability, portability and small size, are prone to theft or abuse, and are easy to lose track of or become reallocated to other stuff.

In some cases, apart from the physical losses which may occur, further and significant costs may be occurred by **TfGM** if these devices are used inappropriately.

The principle of this control policy is to maintain a central Register within IS, ensure that they are notified of relevant movements, and to audit the position biannually.

3 Policy Delivery

This policy will be delivered to all staff by internal communication and will be situated on the **TfGM** Intranet.

4 Accountability

- **Responsible to the Board:** Head of IS
- **Compliance:** IS Operations
- **Awareness:** IS Department

5 Policy Monitoring/ Compliance

- a) This policy will be enforced by the Executive.
- b) Information including logon dates, times, usage duration and device identity will be logged and maybe used for monitoring purposes, and disciplinary proceedings.
- c) Should a breach or violation of this policy be identified, it may result in disciplinary action in accordance with **TfGM** disciplinary policy.
- d) In extreme circumstances Audit & Assurance may access equipment or information to help support investigations.

6 Policy

6.1 Mobile Device Register

The key tool in managing mobile devices is the Mobile Device Register, which is maintained by IS. At any point in time, one person will be nominated to manage the maintenance of information, with an additional person nominated to cover absences.

The Register contains the following details:

- Supplier (i.e. who the contract is with)
- Device type (mobile phone, BlackBerry etc)
- Make and model
- Serial number, if available
- Phone number, where appropriate for certain devices
- Date the device was acquired
- Allocated user
- Date range of allocated user's custody
- Date the device was taken out of use

The register, as well as containing the information listed above, must be maintained in versions or dates on a central server, so that a full audit trail is available should the need arise.

The register is copied on a monthly basis to:

- Payroll and HR, for their reference in respect of leavers.
- Accounts Payable, to allow them to appropriately code purchase invoices.
- Each equipment supplier, to allow them to keep up to date their own user lists, and in turn provide more up to date information on invoices.

6.2 Procurement of New Devices

Where spare devices are not available, and/or where devices are in need of update, new devices will need to be purchased. The requirement will be co-ordinated by the IS staff responsible for managing mobile devices.

In all cases, requisitions for new devices must be in line with an existing contract (OGC framework) which the procurement team will be involved in securing, and the requisitions must be approved by the individuals Director before any device is ordered.

IS will decide what model for is fit for purpose for the individual by the business justification.

6.3 Allocation and Reallocation of Devices

Requests for mobile devices to be provided to employees generally arise from line managers, following an identified requirement. This requirement must be satisfactory in terms of a business requirement to issue the equipment, and must be approved by their Director with a full business justification prior to issue.

The provision and control of procured and spare devices, and the reallocation of devices to employees, is the sole responsibility of the nominated IS staff.

Any devices issued must be evidenced and receipted by the completion of a Mobile Device Issue Form, as per Appendix 1, which is then retained within IS. The employee may request a copy of the completed form for their records.

All allocations, reallocations and returns must be maintained within the Mobile Device Register in a timely manner.

6.4 Recovery of Devices

The Departmental Managers must take prime responsibility for ensuring that all mobile devices are recovered from employees who are leaving **TfGM**, and that such devices are returned to the IS team as soon as practically possible.

In order that this can be managed, HR will be responsible for advising nominated IS staff of any leaver, whether or not HR believes the employee is a mobile device user.

Retention and recovery of devices must be handled by the employee's line manager, with the assistance and direction of IS. If possible, the return of the equipment should be evidenced by completion and signing of the original Mobile Device Issue Form. The employee may request a copy of the completed form for their records.

6.5 Review of Expenditure

- a) The Finance team are responsible for extracting billing information for mobile devices
- b) from the CD prepared by the supplier, and preparing an exception report for review by
- c) the Finance Director. A copy of the summary bill and the exception report must be
- d) provided by the AR&CMA to the Director of Finance within 7 days of receipt of the CD.
- e) The exception report will list the device, the current listed user and the cost, where it has exceeded £50 in a given month or £150 in a given quarter, depending on the billing period.
- f) The Finance Director will review the exception report, raising any concerns with the
- g) Finance or IS team as appropriate, signing the summary bill and/or exception report of
- h) evidence of the review.
- i) Departmental extracts from the billing CD are also extracted and distributed to the
- j) Departmental manager team, within 10 days of receipt of the CD.
- k) Vodafone Corporate Split-Billing Software is a web based reporting tool that allows corporate customers to split out their users business and personal use. This will allow managers to measure and manage both personal and personal calls.
- l) These reports can then be used by Finance to recharge the calls back to the end user.

- m) Mobile device tariffs, minutes and additional packages are reviewed every 3 months by IS.

6.6 Periodic Audit and Mobile Devices

Due to the nature of mobile devices, despite **TfGM's** best intentions, it is likely that errors and/or omissions will occur within the Mobile Device Register. Therefore a full audit of the equipment and its allocation will be carried out every 6 months.

A copy of the Mobile Device Register should be taken, and all details should be checked against supplier invoices, employee records, employee confirmations etc, and a new updated Register prepared. Any variations between the register should be investigated, explained, and a copy of the resultant report provided to the Finance Director and IS Director who will both review and sign off the audit.

Periodically, the Mobile Device Audit results, and the adherence to procedure, will be reviewed by **TfGM's** Internal Audit team.

6.7 Security and Abuse

Any employee taking charge of mobile devices will sign a form on receipt of the device evidencing their responsibility, and therefore agreeing to take prime charge of the device.

In the case of loss, theft or abuse, the employee or any other member of staff noticing any potential problem should in the first place notify the IS team who will effect all necessary investigations, cancellations, replacements etc.

TfGM provides equipment to employees primarily for business use; whilst incidental personal use is often unavoidable, this should be minimised, and unnecessary personal use of any **TfGM** equipment is strictly forbidden.

6.8 Lost/Broken Mobile Devices

Staff are responsible for taking reasonable precautions to avoid loss or misuse of their mobile/mobile devices. Any loss or misuse (intentional or unintentional) may result in disciplinary action and recovery of costs occurred by the **TfGM**. Staff must refrain from leaving a mobile phone in an unattended vehicle at all times.

6.9 Termination of Mobile Devices

Mobile phones are allocated to each individual person, based on job purpose. It is the responsibility of the member of staff and line manager to ensure that all mobile phones are returned when staff leave the **TfGM**. An invoice will be raised to individuals who do not return mobile devices.

6.10 Personal Usage

Mobile phone usage is to help control costs but also protect against the consequences of misuse. With the introduction of internet enabled 3G phones, photo messaging, internet access and other chargeable services, mobile costs are likely to spiral out of control. Please refer to Internet Usage Policy for more information.

Split-billing will allow managers to measure and manage personal and business use.

6.11 International Calls

No international calls permitted unless by exception.

Voicemail – Best Practice

- Check your mailbox regularly! If you can, check it on a regularly scheduled basis.
- Clean your inbox often.
- Tell your callers what to do. If you want them to call you at another number, let them know. Always direct them to a course of action.
- Make sure your greeting message is up to date. You don't want callers to hear out-dated information or be given old contact numbers.
- Keep your greeting messages short. Callers faced with long-winded greetings and tedious sets of instructions may lose patience and hang up.
- Speak clearly when recording your greeting. Rehearse what you want to say before you record (write it down if need be.) Speak slowly and clearly, and get right to the point.

6.12 Health & Safety Driving Policy

As part of the organisations health and safety policy **TfGM** is committed to reducing the risks which employee's face and create when driving for work. We ask all employee's to play their part, whether they use a company vehicle, their own or a hire vehicle.

Using a hands-free phone while driving, does not significantly reduce risks, because the problems are caused mainly by the mental distraction and divided attention, Mobile phones cause distractions in three ways:

- Taking hands off the wheel
- Becoming engrossed in a conversation and not concentrating on the road

- Mental distraction

The use of mobile phones whilst driving is not acceptable except where a legally compliant hands free unit is installed, and even then it is strongly advised against. Staff should adopt the following principles:

- You must never use a mobile phone whilst driving unless you have a fully legally compliant hands-free unit and are an experienced driver used to handling such equipment: even in such cases you should never initiate calls whilst driving.
- Unless you have a hands-free unit your phone should be switched off, with divert all calls to voicemail and check messages when your vehicle is stationary and it is safe and legal to do so.
- Never make calls, dial numbers or text while driving, even with a hands-free unit.
- Never use hand-held or hands-free phone while driving
- Plan journeys so they include rest stops when messages and calls and be returned
- Ensure their phone is switched off and can take messages while they are driving, or allow a passenger to use the phone

From a safety point of view, all use of mobile phones should be avoided while the vehicle is being driven, even with hands-free units, as drivers cannot fully concentrate on driving if they have to process and respond to phone calls.

If the phone has to be left on (and this may only be the case where a legally compliant hands-free unit is installed), the driver should pull off the road (in a safe position) to make a call or take a call for any length of time. If in such conditions you receive a call you should indicate that you are driving and that you will call back when stationary.

Drivers should also be aware that if you have an accident whilst using a hands-free device you may be prosecuted for driving without due care and attention.

6.13 Summary of Key Responsibilities

Departmental Managers & Line Managers

- Review cost centre reports and follow up exceptions by requesting copy mobile device bills, raising issues with IS etc.
- Requesting mobile devices from the IS team as and when the need arises.
- Recovering mobile devices from leavers, on the advice of HR and/or IS.

Human Resources

- Notify IS of starters requiring mobile devices, the need for which should have been

- notified by the recruiter in the context of the job requirements.
- Notify IS of all leavers, whether HR is aware of mobile device use or not.

Information Systems

- Manage and keep up to date the Mobile Device Register.
- Manage the procurement, allocation and recovery of mobile devices.

Accounts Receivable & Cash Management Assistant

- Extract copy mobile device billing, prepare exception report, and provide to the FD
- Extract departmental copy billing and provide to the departmental managers
- Management Accounts
- Highlight to the Finance Director and IS any irregularities noted during month end.
- Circulate cost centre reports to cost centre managers.

Finance Director and Information Systems Director

- Review copy invoices and the exception report provided by the AR&CMA; raise any concerns as appropriate with IS.
- Review the results of the annual device audit.

- *Change control record: complete each time there is a change*

Policy/Procedure:				
Version	Change	Reason for change	Date	Name
3.0	Version and Date	Annual Review	06/03/2014	C Burke
4.0	Version and Date	Annual Review	30/04/2015	C Burke
5.0	Version and Date	Annual Review	31/03/2016	C Burke
6.0	Version and Date	Annual Review, new Head of IS	31/03/2017	C Burke
7.0	Version and Date	Annual Review	31/03/2018	C. Styler
8.0	Version and Date	Annual Review	31/03/2019	C. Styler

Appendix I

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TFGM Mobile Device Issue & Return Form

Mobile Device Details:				
Type	Make	Model	Serial No	Other e.g. Mobile no
Mobile Phone				
BlackBerry				
PDA				
3G Dongle				
SIM card				
Other				

Issue Details			
Requested by (Line Manager):		Request Date:	
Authorised by (Director):		Signed date:	
Issued to (Employee):		Issue Date:	
Signature:			
<p>In signing for this equipment, I agree to take full responsibility for its security and to safeguard against its loss or misuse. I agree that in the event of loss or theft, I will notify the IS team as soon as practically possible. I acknowledge that any personal usage costs or other losses arising from my failure to safeguard this equipment may be recovered from me.</p>			
Issued by (IS):			

Return Details			
Returned by:		Return date:	
Received by (IS):			
IS Signature:			

