

Mobile Communication Usage and Provisioning Guidelines

Telecommunications Management Group

Knowledge, Information and Technology Services

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1 Objective

Mobile devices and services (e.g. mobile phones, tablets, SIM cards) offer many benefits to Department of Justice and Regulation (DJR) staff, but in considering the provisioning of government resources, a number of important factors are considered. The aim of this guideline is to outline the acceptable allocation and use of mobile services and equipment and raise awareness for staff approving the request and what they must consider when authorising the allocation of a SIM enabled mobile communication device and or SIM service.

2 Scope

This guideline applies to all Department of Justice and Regulation staff, and contractors engaged by the department. The guideline covers the provision and use of a range of SIM enabled mobile devices and services including:

- ♦ SIM services
- ♦ mobile or satellite telephones
- ♦ mobile broadband devices
- ♦ tablet devices

This guideline also applies to SIM services used within line of business tools and systems including:

- ♦ routers
- ♦ tracking devices
- ♦ alarm monitoring
- ♦ monitoring devices
- ♦ traffic management devices
- ♦ voice gateways
- ♦ wireless gateways

3 Related documents

This guideline should be read in conjunction with the:

- ♦ Telecommunications Service and Equipment Management Policy
- ♦ Telephone Usage and Allowance Policy
- ♦ Acceptable Use of DJR Internet Services (Policy, Standards and Guidelines)
- ♦ Acceptable Use of DJR Email Services (Policy, Standards and Guidelines)
- ♦ Acceptable Use of DJR Information Assets (Policy, Standards and Guidelines)
- ♦ Accounts Payable Procedure – Mobile Device Payments
- ♦ Information Security Policy
- ♦ Portable and Attractive Items Policy
- ♦ Social Media Policy
- ♦ Fraud control policy
- ♦ Code of Conduct for Victorian Public Sector Employees

4 General principles

The general principles that guide this document are that:

- ♦ DJR staff must be able to justify the business need and associated cost or connection of a mobile device and/or SIM service, including the connection of more than one device
- ♦ All mobile devices must be on the list approved by the Chief Information Officer (CIO) and listed in the Knowledge Information and Technology Services (KITS) product catalogue. Mobile services and equipment (e.g. SIM card service) not listed may be purchased, if approved by the CIO.

- ♦ The purchase of mobile devices must be ordered through the KITS business unit and approved by an officer with the appropriate level of authorisation (refer to section 7).
- ♦ Mobile devices purchased by the department remain the property of the Department of Justice and Regulation. They must be relinquished prior to the employee leaving the department, excluding department Ministers and machinery of government changes (refer section 13, 14)

Note – The transfer of a mobile service number is permitted with appropriate approvals:

- ♦ The activation of the SIM service must be approved by an officer with the appropriate level of authorisation (refer to section 7).
- ♦ SIM cards provisioned by the department must only be used in the device allocated to the staff member and cannot be transferred to any other device, unless approved by the Telecommunications Management Group (TMG).
- ♦ Where a staff member, line of business tool or system no longer has a business need for a mobile device and/or SIM service, the item must be returned to the business unit director or manager for reallocation, suspension or decommission.
- ♦ Staff who are provided mobile devices are responsible to ensure the department is reimbursed for any excessive private use (refer to section 12).
- ♦ Staff who have been allocated a mobile device are responsible to manage its use and security in accordance with the ICT Information Security Policy and the Telephone Usage and Allowance policy.
- ♦ Staff who are provided a mobile device are responsible to ensure it is used in an appropriate and reasonable way to conduct departmental business.

5 Provision of mobile communication devices and SIM services

5.1 Provision of mobile communications devices and SIM services

Staff may be provided with a mobile device and/or a SIM service where it can be demonstrated that:

- i. an officer needs to be frequently contacted and is required to perform duties away from their usual work location or outside standard working hours
- ii. officers are frequently mobile while performing their duties
- iii. productivity benefits or cost savings to the department can be demonstrated
- iv. officers “in the field” require direct contact with their work or client base
- v. personal security to officers working alone is a concern
- vi. a staff member is rostered “on call” and supporting a critical departmental function
- vii. a line of business application has been submitted where the business unit has a requirement for a mobile communication device and/or SIM service.

Where any of the above can be demonstrated, a mobile communication device and/or SIM service may be supplied to the staff member or business unit.

Mobile communication devices and/or SIM services must be collected within three (3) months of a collection notification from the KITS business unit. If not collected within three (3) months, devices and/or SIM services will be cancelled or reallocated and the Business unit will be required to submit a new request.

Note – All DJR email enabled devices are registered on DJR Mobile Device Management (MDM).

5.2 Service plans

The activation of a mobile service will be in accordance with the department’s existing contractual arrangements and rules relevant to the advised service usage. The KITS business unit monitor usage across the department and reserve the right to change (increase or decrease) the individual service plan to maximise contractual benefits or avoid the risk of excess data usage fees.

5.3 SIM services

SIM services are provisioned to staff with access to send and receive voice calls, SMS and message bank services.

The business unit director, equivalent or above must approve the activation of a SIM service.

Multi-Media Messaging (MMS) may be activated on a standard mobile phone when a business requirement has been identified.

If the SIM service requires data activated, the relevant Deputy Secretary, equivalent or above must approve the purchase of a Data Enabled Mobile Phone (and associated data plan).

Request forms for mobile phone handsets and mobile service are available on J-Info and once completed with necessary approval, are to be forwarded to KITS for purchase and registration.

5.4 Standard mobile phone

Standard mobile phones are provisioned with access to send and receive voice calls, SMS and message bank service.

The business unit director or equivalent must approve the purchase or replacement of a standard mobile phone.

Multi-Media Messaging (MMS) may be activated on a standard mobile phone when a business requirement has been identified.

Request forms are available on the department's intranet (J-Info). Once completed and approved, forms are to be forwarded to the KITS business unit for purchase and registration.

5.5 Data enabled mobile phone

Where staff requirements meet the criteria for a standard mobile phone and there is the additional requirement for the officer to have internet access, a data enabled mobile phone may be supplied.

The relevant deputy secretary, equivalent or above must approve the purchase of a data enabled mobile phone (and associated data plan).

Request forms are available on J-Info. Once completed and approved, forms are to be forwarded to KITS for purchase and registration.

5.6 DJR email enabled mobile phone

Where staff requirements meet the criteria for a standard mobile phone and there is the additional requirement for the officer to have constant access to their work email, calendar and/or contacts, a department email enabled phone may be supplied.

The device can only be activated using allocated staff member's department email account.

The relevant deputy secretary, equivalent or above must approve the purchase of a department email enabled phone (and associated data plan).

Request forms are available on J-Info. Once completed and approved, forms are to be forwarded to KITS for purchase and registration.

5.7 DJR email enabled tablet device

A tablet device may be provided to an individual officer where they can demonstrate a business need for having constant access to their work email, and/or the requirement, to review a significant number of documents remotely.

The device can only be activated using allocated staff member's department email account.

The relevant deputy secretary, equivalent or above must approve the purchase of a department Enabled Tablet Device (and associated data plan).

Request forms are available on J-Info. Once completed and approved, forms are to be forwarded to KITS for purchase and registration.

5.8 Mobile broadband device

A mobile broadband device may be provided to an individual officer where they can demonstrate a business need for having wireless internet access (on a department standalone laptop) to allow them to work remotely from different locations.

The relevant deputy secretary, equivalent or above must approve the purchase of a mobile broadband device (and associated data plan).

Request forms are available on J-Info. Once completed and approved, forms are to be forwarded to KITS for purchase and registration.

5.9 Satellite phone

A satellite phone may be provided to an individual officer where they can demonstrate a business need for requiring access to voice and data services in remote areas which do not have mobile coverage.

The relevant deputy secretary, equivalent or above must approve the purchase of a satellite phone (and associated data plan).

The KITS' Telecommunications Management Group should be contacted to discuss availability of devices for purchase and registration.

5.10 Non DJR mobile communication device and SIM services

Non-department owned mobile communication devices, and/or SIM services, can only be used in the following configuration:

Non DJR mobile communication device

- ♦ Cannot be activated with a department email
- ♦ DJR SIM service may be used for the device with relevant approval (refer section 7)

Non DJR SIM services

- ♦ Can be used in a DJR mobile communication device with no department email activated

Please note: The KITS' Telecommunications Management Group do not provide support for non DJR mobile communication devices or SIM services

6 International roaming

International roaming may be activated on a mobile communication service where an officer can demonstrate a business need to have access to mobile and/or data services while on international travel.

Usage charges associated with international roaming are significantly higher and should be discussed with the Telecommunications Management Group to assist with selection of the appropriate plan. Prior to taking any departmental mobile communication device overseas the Telecommunications Management Group must be notified.

The relevant business unit director, equivalent or above must approve the activation of international roaming on a service.

Request forms for international roaming are available on J-Info. Once completed and approved, forms are to be forwarded to KITS for processing.

Note: Please contact the KITS' Telecommunications Management Group to confirm if international roaming is compatible with the mobile device

7 Approval level matrix

Table 1: SIM services only - Approval matrix

SIM service type	New SIM service activation	Reallocation of SIM service to a different role	Reallocation of SIM service to an existing role (new user)	Replacement service
Mobile Service – Voice and SMS access only	Director/equivalent or above	Director/equivalent or above	Manager with financial delegation	Authorised User
Mobile Service – Data, Voice and SMS access	Deputy Secretary/ equivalent or above	Deputy Secretary/ equivalent or above	Manager with financial delegation	Authorised User
Mobile Service – Data only	Deputy Secretary/ equivalent or above	Deputy Secretary/ equivalent or above	Manager with financial delegation	Authorised User

Table 2: Mobile Communication Device - Approval Matrix

Mobile communication device	New device activation	Reallocation of device to a different role	Reallocation of device to an existing role (new user)	Replacement device
Standard Mobile Phone	Director/equivalent	Director/equivalent	Manager with financial delegation	Manager with financial delegation
Data Enabled Mobile Phone	Deputy Secretary/ equivalent or above	Deputy Secretary/ equivalent or above	Manager with financial delegation	Manager with financial delegation
DJR Email Enabled Mobile Phone	Deputy Secretary/ equivalent or above	Deputy Secretary/ equivalent or above	Manager with financial delegation	Manager with financial delegation
DJR Email Enabled Tablet Device	Deputy Secretary/ equivalent or above	Deputy Secretary/ equivalent or above	Manager with financial delegation	Manager with financial delegation
Mobile Broadband Device	Deputy Secretary/ equivalent or above	Deputy Secretary/ equivalent or above	Manager with financial delegation	Manager with financial delegation
Satellite Phone	Deputy Secretary/ equivalent or above	Deputy Secretary/ equivalent or above	Manager with financial delegation	Manager with financial delegation

Note – The approver is responsible to ensure they have the required authority or delegation. KITS must be advised when delegation is used. Mobile hardware purchases require approval from a business unit representative with appropriate financial delegation, as per the standard purchasing guidelines.

8 SIM service management

8.1 Registration of a staff mobile services

SIM services used within general business mobile communication devices will be connected to a centrally managed carrier account. As such, SIM service details must be registered in the department's Service and Device Management tool (SaDM). Each service must have:

- i. service number

- ii. service owner
- iii. service manager
- iv. valid charge code

8.2 Registration of a mobile service used within a line of business tool or system

SIM services used within a line of business tool, or system, will be connected to a carrier account advised by the TMG. If the SIM service is placed on the centrally managed account, the SIM service must be registered in SaDM (refer section 8.1). If the SIM service is placed on an account other than the centrally managed account, the SIM service details will be registered in the TMG mobile service database. The service manager must register and maintain the following information:

- i. service number
- ii. service account
- iii. service user (if applicable)
- iv. service owner
- v. device, tool or system that the mobile service is approved for use within (or to support)
- vi. valid charge code (if applicable)

The service manager must advise the TMG immediately (in writing) if any changed to the mobile service is require or if the mobile service is no longer required.

9 Asset registration

Mobile communication devices are considered portable and attractive items and as such, their acquisition must be recorded in the business unit's portable and attractive items register. The International Mobile Equipment Identity (IMEI) number is the most appropriate identification number for recording these devices in the register.

Where a staff member, who has been issued a device or transfers to a new role, the ongoing business need must be established, affirmed and approved using the criteria and approval requirements relevant to the device outlined in this guideline (refer section 7).

If the staff member cannot demonstrate an ongoing business need for the device, the device must be returned to the business unit for reallocation or decommission.

10 Lost or stolen devices

Lost or stolen mobile services and equipment must be reported immediately to the service carrier (24/7 service desk) and request a service barring.

The Telecommunications Management Group within KITS must be notified during business hours as outlined in the terms and conditions found on request forms for devices. Staff should refer to the fraud control policy for additional information on lost or stolen devices.

KITS will remotely wipe all department email enabled devices reported as lost or stolen, if the device has an active connection to the server.

11 Replacement devices

A mobile communication device should only be replaced in accordance with any one of the following criteria:

- i. The device has been lost or stolen
- ii. The device is at a minimum two years old
- iii. The device is faulty and deemed not economical to repair
- iv. The device is not suitable due to an impairment
- v. In circumstances where technology advancements/improvements drive the replacement of a mobile phone, as approved by the appropriate financial delegate.

Request forms for replacement of devices and service are available on J-Info. Once completed and approved, forms are to be forwarded to KITS for purchase and registration.

12 Reimbursement of private use

12.1 Voice and SMS

The primary use of mobile communication devices is for business purposes, however responsible limited private use is permitted and should be incidental usage.

Excessive private use will need to be justified and may result in the provision of the device to the employee being reviewed.

- i. If the employee's total monthly bill for telephone calls and SMS charges in any month is \$20 or less, regardless of costs associated with private use, then no reimbursement is required.
- ii. If the employee's total monthly bill for telephone calls and SMS charges exceeds \$20, then the employee can use one of the following two methods to determine if reimbursement to the department for private use is required:
 - a. If private calls and SMS costs are less than 25% (in dollar terms) of the total value of calls in any one monthly bill, then this would be regarded as incidental and no reimbursement to the department is required.
If 25% or more (in dollar terms) of calls and SMS in any one monthly bill are private, then this would not be regarded as incidental and all private calls and SMS costs need to be reimbursed (including the GST component) to the department; or
 - b. An employee can use three consecutive monthly bills to determine what percentage of phone calls and SMS, in that three month period, are private. When using this method (referred to as keeping a "log book"), employees are to keep records of bills to substantiate their claims with a cover sheet that details the following information, summarised from the three month period:
 - ♦ the billing period in question
 - ♦ total cost of phone calls and SMS
 - ♦ cost of identified private phone calls and SMS
 - ♦ percentage of total costs that are for private phone calls and SMS.

Employees using this "log book" method must determine their "log book percentage" every three months or when changing roles, or when their pattern of use changes significantly.

If the percentage of the total of private calls and SMS for the three month period is 25% or more, then all private usage must be paid to the department for each monthly bill from that date onwards (if it is less than 25%, no reimbursement will be required during the "life" of that "log book").

It is expected that employees use either method a. or b. (as described above) and do not switch from one method to another each month. In addition, the log book must be retained by the employee and provided upon request e.g. to their manager or for audit purposes.

Reimbursement of private calls in accordance with this guideline will mean that the department is generally not subject to Fringe Benefits Tax (FBT) as the primary reason for issuing the device is for business use and that private use is incidental to this reason.

Staff who are liable to reimburse the department for amounts attributable to private usage must, where possible, do so within 21 days of receiving their bill to their finance area.

Staff members issued with departmental devices must keep records of amounts reimbursed to the department together with a copy of their monthly bill.

12.1.1 Voice and SMS – capped plan

Where the contract provides options for capped voice and SMS plans TMG will conduct periodic reviews of mobile usage and may adjust individual service plans that provide benefit to the department. Where a service is assessed as qualified and is moved to a capped plan, all voice and SMS usage included under the capped plan will be deemed as business usage and therefore not recoupable. However, call usage outside of the capped allowance are recoupable as per the above conditions.

12.2 Data usage

Data usage on a mobile communication device should be used in accordance with the acceptable use policies for department information assets, email and internet services. Data usage on mobile services

and equipment may be audited to ensure usage is for business purposes. Identified or potential breaches of acceptable use will be reported to KITS Policy & Compliance (P&C) for investigation.

Unexplained excess data usage will be reported to the CIO.

13 Staff leave and secondment

If a staff member has leave or secondment, the business unit must review the business requirement for the mobile communication device.

TMG must be notified when a staff member with a departmental device is on leave or secondment for a period of time of more than 8 weeks. The mobile service can be reconfigured, suspended, cancelled or transferred if not required to ensure costs are minimised during the period.

14 Ministers & MOG mobile communication device transfers

Table 3: Ministers Device purchase costs

Age of Device	Cost
0-12 months	50% of purchase price
12-24 months	25% of purchase price
>24 months	\$50

The Telecommunications Management Group should be contacted prior to purchase to confirm warranty status of the device. Payment for the device can be arranged with the finance department.

DJR devices transfer at no cost as part of Machinery of Government (MOG).

15 Disposal of SIM services

The service manager must notify the Telecommunications Management Group when an active SIM service is no longer required.

The SIM card should be cut in half prior to disposal.

16 Disposal of mobile communication devices

Replaced mobile services and equipment must be returned to the Telecommunications Management Group in KITS for decommissioning and destruction or sanitisation.

Once decommissioned, devices can be removed from the business unit's portable and attractive items register.

Staff leaving the department may apply to have their phone number transferred to a personal account.

Request forms for transfer of ownership are available on the intranet. Once completed and approved, forms are to be forwarded to KITS for processing.

17 Data back-up and restoration

KITS is not responsible and does not back-up or restore information onto mobile communications devices. Users should ensure they keep records of information stored on mobile devices as required.

18 Location tracking

KITS does not enable tracking of mobile communication devices by default. Users must be aware when enabling tracking services that location information may be available and broadcast to other parties.

Staff should ensure they understand the location based service provider's privacy policy before enabling any tracking service.

19 Application usage

Use and downloading of applications onto departmental mobile devices must be in accordance with the policies and guidelines in section 3.

20 Monitoring and enforcement

Business unit directors and managers are responsible for compliance, monitoring and enforcement of these guidelines.

Business unit directors and managers are responsible for monitoring and regularly reviewing the ongoing business need for mobile services and equipment issued to staff.

Audits may be conducted on mobile device use to ensure the objectives and requirements of this guideline are being followed.

Breaches of this guideline will be addressed under departmental performance and conduct processes.

21 Audits and investigations

DJR mobile communication devices and services may be audited by KITS to ensure they are not breaching department standards and policies. Devices and services identified or suspected of breaching standards and policies must be reported and provided to KITS upon request for investigation.

KITS may suspend or bar services identified or suspected of breaching standards and policies.

22 Guideline status

The contents of this document represent the current mobile services provisioning and usage guideline of the department and reflect the current and planned practices of the department.

This guideline is issued under the authority of the Chief Information Officer, KITS

Guideline Review

This guideline is subject to regular review and may be altered as and when appropriate, to ensure it remains up-to-date.

Advice about mobile services and equipment is available on the department's intranet (J-info) or from the Telecommunications Group in KITS. Email DOJ-KITS-Telecomms (telecomms@justice.vic.gov.au) or telephone 868 46888.

Advice about reimbursement for private use of mobile services and equipment is available from the Accounting and Taxation team, Finance, on 868 47327.

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Document approval

This document requires the following approval:

Name	Title	Organisation
David Brown	Chief Information Officer	KITS
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Audience

The audience for this document is all Department of Justice & Regulation staff and contractors to provide information on use and allocation of mobile communication devices and services.

Reference material

Terms	Description
DJR	Department of Justice & Regulation
ICT	Information and Communications Technology
Mobile Broadband Device	A device that can be connected to a laptop or desktop to provide access to the internet over the mobile network
Mobile Communication Device	A SIM enabled or capable mobile or satellite phone, tablet or broadband device
IMEI	International Mobile Equipment Identity
Standard Mobile Phone	A mobile phone which is provisioned with access to send and receive voice calls, SMS and message bank service
Data Enabled Mobile Phone	A mobile phone with the capabilities of a standard mobile phone including access to the internet
DJR Email Enabled Mobile Phone	A mobile phone which is provisioned with the capabilities of a data enabled mobile phone including access to departmental email, contacts and calendar
DJR Email Enabled Tablet Device	A tablet device that is provisioned with the capability to access departmental email, contacts and calendar. Tablet devices cannot usually send and receive voice calls and SMS (Excluding JRAP Devices)
General Business Mobile Device	<p>Generic term used to describe a mobile device that is typically allocated to a DJR staff member for general business usage. The characteristics and capabilities of the mobile device is controlled by the configuration of both the device and SIM service used within the device. General Business Mobile Devices include:</p> <ul style="list-style-type: none"> ▪ Standard Mobile Phone ▪ DJR Email Enabled Mobile Device ▪ Data Enabled Mobile Device ▪ Mobile Broadband Device
SIM Service	<p>An active SIM card – ie where a carrier has activated a 10 digit telephone number on a department owned SIM card and registered the service number as a department asset. This number is unique and used for identification, configuration and billing purposes.</p> <p>Note – Only non-active SIM cards should be stored by Business units</p> <p>Active sim cards must not be transported by external entities. Contact TMG to coordinate any sim transportation requirements.</p>
SaDM	Service and Device Management tool – the Corporate finance tool for the registration mobile devices for the purposes of electronic journaling of funds (bill payment), service owner recoups and provision of service manager reporting information
SMS	Short message service
Satellite Phone	A mobile phone which connects to satellites and can send and receive voice calls, SMS and has access to the internet in remote areas which do not have any mobile coverage
Message Bank	An answering system which can be enabled to allow people to leave voice messages when a phone call is not answered