

CHAMPLAIN REGIONAL COLLEGE
OF GENERAL AND VOCATIONAL EDUCATION



**ADMINISTRATIVE FRAMEWORK FOR
MOBILE DEVICE MANAGEMENT**

Please Note:

An *Administrative Framework* (AF) is an administrative document that provides general guidelines for: the implementation of College Bylaws and Policies; ongoing administrative activities; and specific administrative functions. An AF usually outlines the guiding principles, procedures, and responsibilities related to a specific administrative function. However, College management is always expected to exercise good judgment, therefore, specific situations and circumstance may require some adjustments in procedures.

This administrative framework was adopted for the first time by the Director General's Advisory Committee (DGAC) on February 21, 2017.

Table of Contents

1. Purpose3

2. Definitions3

3. Guiding Principles3

4. Requests, Additions, and Modifications4

5. International Travel4

6. Applications (APPS)5

7. Disposal, Theft, and Loss5

8. Repairs, Upgrades, and Replacements5

9. Returned and Recovered Equipment6

10. Responsibilities6

Appendix A – Service Plan7

Appendix B – Mobile Device Request Form9

Appendix C –Travel Request Form10

Mobile Device Management Administrative Framework

1. Purpose

The purpose of this Administrative Framework is to establish standards for the effective and secure use and management of mobile devices.

2. Definitions

- Mobile Device (*cellular enabled*):
The term *mobile device* refers to any wireless device used to access wireless voice or data services via cellular service providers. Mobile devices include the following categories:
 - Smartphone:
A smartphone is a handheld device that offers both full cellular phone functions and “Personal Data Assistant” (PDA) functions.
 - Cellular Phone:
Portable wireless phone which uses a local service provider contracted by Champlain Regional College.
 - Wireless Internet Device:
A device which is intended to connect a computer or tablet to the internet through a wireless service provider’s cell network.

3. Guiding Principles

- Mobile Devices are the property of the College. Any transaction concerning the purchase of a mobile device, and concerning the sale, disposal, and transfer alienation of mobile devices shall be documented and negotiated in accordance with the College’s Policy Respecting Procurement Contracts for Goods, Services, and Construction.
- The management of this Administrative Framework is under the responsibility of the Information Technology Department at College Administration.
- Each mobile device comes with a pre-determined, limited package (Appendix A).
- By default, the supplied mobile device model is a *cellular phone*.
- A different *mobile device* may be requested based on the requirements for the individual user (Appendix B).
- The provided equipment is intended for professional use. The College will allow the employee to use it for personal needs, but it should not lead to overage charges for the College.

Mobile Device Management Administrative Framework

- If any overage charges are incurred and billed to the College for personal use, users may, on recommendation of a Director, be required to reimburse the College. Such charges could be, but are not limited to, personal long distance calls, extra minutes, extra data and/or roaming charges.
- Mobile devices are linked to a function and not an employee. In the case where an employee changes assignments, the equipment will be transferred to his/her successor. Exceptions can be made if the new assignment also requires the use of such a device.
- The College does not assume any responsibility for any personal information stored on the device such as pictures or personal emails, nor can the College guarantee the protection of this information.

4. Requests, Additions, and Modifications

- To request a mobile device, a form must be completed (Appendix B), approved by a Director, and forwarded to the Coordinator of Information Technology.
- If an approved request for a mobile device cannot be filled from the existing mobile device inventory, a purchase order requisition for a new mobile device must be completed and approved as defined in Bylaw 5 Concerning the Financial Management of the College.
- The supplied mobile device model can evolve over time according to the suppliers' availability. However, existing devices are not automatically replaced when the standard model changes.
- Requests for additional devices, transfers, or modifications to any mobile device must be made by completing the appropriate form (Appendix B).

5. International Travel

The use of mobile devices, while traveling internationally, is expensive. To limit the expense when travelling outside of Canada, the following steps must be followed:

1. Validate the necessity of using a mobile device while traveling;
2. Approval from a Director is required;
3. Submit a signed copy of the appropriate form (Appendix C) to the Coordinator of Information Technology at least three (3) business days prior to departure.

Departure date, return date and destination (country and region) must be provided to ensure that the proper "Travel Bundle" (Appendix C) is applied to the mobile device.

The use of a College-owned mobile device for personal international travel must be pre-approved by a Director.

6. Applications (APPS)

- Additional software applications (or APPS) and downloads are not provided by the College. Mobile device users may, at their own expense, purchase applications. However, the College will not reimburse mobile application expenditures; unless authorized by a Director.
- Users should not download applications from sites other than the official applications stores, Apple, Google or Windows, since these other sites may have viruses and malware that can affect security and device operability.
- The College does not offer technical support for software downloaded from the application stores. Unlicensed ringtones, music or other items must not be downloaded.
- If a user wants to keep ownership of acquired applications, a personal identification account (Apple ID or Google account ID) must be created before acquiring any products. Otherwise, the user shall forfeit any software that has been purchased for the device.

7. Disposal, Theft, and Loss

- In the event of a lost or stolen mobile device, it is the user's responsibility to report this immediately to the Coordinator of Information Technology in order to take action to prevent loss of data and to protect the user.
- Wherever possible, a temporary unit will be lent to the user during the replacement period of a lost or stolen device. This temporary unit may be a different or even an older mobile device model than the one that was lost or stolen.

8. Repairs, Upgrades, and Replacements

- In the event of a broken unit, the user must contact either his/her immediate supervisor or the Coordinator of Information Technology, to explain the situation.
- In the event of a repair or replacement of any mobile device, the old device must be immediately returned to the Coordinator of Information Technology for diagnostic purposes, recycling and/or disposal.
- Wherever possible, a temporary unit will be lent to the user during the repair period of the device. This temporary unit can be an older or a different mobile device model than that of the broken unit.

9. Returned and Recovered Equipment

- When employment with the College is terminated, the user's mobile device and accessories must be returned to the Coordinator of Information Technology.
- Employees on long-term leave (maternity, sick leave, etc.) are considered to be not working and therefore must return the mobile device to the Coordinator of Information Technology. A Director's approval is required for employees to retain their mobile device while on leave.

10. Responsibilities

1. Directors:

- Review, authorize or revoke the attribution of mobile devices to their employees;
- Ensure that mobile device acquisitions and related costs are provisioned for and are within the allocated budgets.

2. Coordinator of Information Technology:

- Inform user of the conditions of use for mobile device;
- Maintain an accurate record and inventory of all mobile devices;
- Manage incidents as they are declared and follow-up with the users;
- Ensure the proper application of the contractual terms.

3. Mobile Device Users:

- Treat the provided equipment with care as if it would be their own;
- Protect the content of their mobile device unit by creating and maintaining a password on the access screen;
- Backup their own data to prevent data loss, for which there is no recovery option supported by the College;
- Immediately report the loss of a mobile device and take the appropriate action;
- Always operate any mobile device through the means of a Bluetooth device when operating a motor vehicle.

Appendix A – Service Plan

Provider: Telus Mobility

Voice plan (from \$0.75 to \$7.00/month)

Monthly Usage	Monthly Cost	Options included
0 minute	\$0.75	<ul style="list-style-type: none"> • Unlimited nights and weekends • Unlimited incoming calls • Unlimited long distance calls in Canada • Unlimited text, photo and video in Canada • Voicemail • Call-display • Call transfer • Call-waiting • Call conferencing
1 sec. to 200 min.	\$3.00	
200.01 min. to 500.00 min.	\$3.25	
500.01 min. to 1000.00 min.	\$3.75	
1000.01 min. to unlimited min.	\$7.00	

Voice plan – Roaming charges

Long distance FROM Canada to...	Cost per minute	Text/Video messages sent From the US or other countries	Cost per month	
United States	\$0.04	1 to 100	\$5.00	
Other countries	\$0.10	101 to 2,500	\$15.00	
Long distance minutes used while roaming outside of Canada	Monthly Charges			
	U.S.	Western Europe	Eurasia; Caribbean; Latin America; Middle-east; Oceania	Africa
1 sec. to 100 min.	\$4.00	\$9.00	\$12.00	\$15.00
100.01 min. to 200 min.	\$8.00	\$18.00	\$30.00	\$30.00
200.01 min. to 500 min.	\$20.00	\$45.00	\$60.00	\$75.00
Unlimited min.	\$25.00	\$65.00	\$75.00	\$100.00

Data plan for smartphones and tablets

Monthly usage	Monthly charges
No usage	\$2.00
0.01 MB to 10 MB	\$4.00
10.001 MB to 1 GB	\$9.50
1.001 GB to 3 GB	\$16.00
3.001 GB to 5 GB	\$31.00
5.001 GB to 10 GB	\$50.00
10.001 GB to 25 GB	\$125.00
25.001 GB to 50 GB	\$200.00
50.001 GB and over	\$0.05 / GB

Data plan for smartphones and tablets – Roaming charges

Data used while Roaming outside of Canada	Monthly Charges			
	U.S.	Western Europe	Eurasia; Caribbean; Latin America; Middle-east; Oceania	Africa
0.001 to 5 MB	\$1.50	\$1.00	\$2.50	\$2.00
5.001 to 100 MB	\$5.00	\$9.00	\$10.00	\$25.00
100.001 to 500 MB	\$25.00	\$35.00	\$40.00	\$40.00
500.001 Mb to 1 GB	\$45.00	\$45.00	\$60.00	\$100.00
1.001 GB to 5 GB	\$120.00	\$175.00	\$150.00	\$150.00

Appendix C –Travel Request Form

Use this form to request a Travel authorization for your mobile device. Complete the information below and submit the form to your reporting Director.

User information

Requestor Name: _____

Department: _____

Departure Date: _____

Return Date: _____

Comments

To be completed by the Director

Approved Not approved

Director Signature: _____ Date: _____

Received by

IT Coordinator Signature: _____ Date: _____