



# Policy on the Provision of Mobile Phones

<b>Originator name:</b>	Roger Stickland Approval Body – Executive Board IT Group
<b>Section / Dept:</b>	University IT
<b>Implementation date:</b>	1 January 2014
<b>Date of next review:</b>	
<b>Related policies:</b>	Purchasing Policy, Value for Money Policy, Leavers Policy
<b>Policy history:</b>	N/A

## Version History

Version	Author	Revisions Made	Date
1	Robert Purcell	First Draft	January 2013
1.1	Robert Purcell	Updated to include feedback from mobile phone working group	26 February 2013

## Approval History

### Equality Analysis

Version	Reviewed by	Comments	Date
1	Jo McCarthy-Holland	Policy reviewed by Equality & Diversity and Impact Assessment completed	February 2014

### Committee Sign Off

Version	Committee Name	Date of Sign Off
1	Executive Board IT	-
1.1	Executive Board IT	January 2014

<b>1</b>	<b>Introduction</b>
<b>1.1</b>	<b>Purpose</b>
1.1.1	This document sets out the University Policy to regulate the issue and use of mobile phones and wireless devices within the organisation.
<b>1.2</b>	<b>Scope</b>
1.2.1	Specifically, the following areas are covered by this policy document: <ul style="list-style-type: none"> <li>• Eligibility for allocation of a University Mobile Phone.</li> <li>• Mobile Handsets</li> <li>• Mobile Usage</li> <li>• User Responsibilities</li> <li>• Contract Obligations</li> <li>• Managing Mobile phone contracts</li> </ul>
<b>1.3</b>	<b>Equality Analysis</b>
1.3.1	The University is strongly committed to equality of opportunity and the promotion of diversity for the benefit of all members of the University community. The University's approach is to promote equality across the full range of its activities, in employment, teaching and learning and as a partner working with and within local, national and international communities. Equality analysis of this policy recognises that mobile phones/devices can, in themselves, provide adjustment to people with certain needs (i.e., provision may be on the basis of a need that an individual has in fulfilling their role as opposed to a general requirement of the role itself). It may also be necessary to provide non-standard equipment if a disability would prevent someone using standard equipment that is required for their role.
<b>1.4</b>	<b>Legislative context</b>
1.4.1	All employees applying for or using a mobile phone for business use must comply with the requirements of all relevant and applicable legislation. This includes, but is not limited to, general duties imposed on the University as a public authority.  Key legislation impacting University Purchasing includes (but is not limited to):  Data Protection Act (1998) <a href="http://www.legislation.gov.uk/ukpga/1998/29/contents">http://www.legislation.gov.uk/ukpga/1998/29/contents</a>
<b>1.5</b>	<b>Health &amp; Safety Implications</b>
1.5.1	This policy is unlikely to have direct Health & Safety implications. For further information please see the University Health & Safety policy.
<b>2</b>	<b>Policy</b>
<b>2.1</b>	<b>Principles</b>
2.1.1	The University will only provide a mobile phone/device if there is an essential business need specific to the individual role.
2.1.2	Applications for a mobile phone must be made by completing the mobile phone application form as found on the University IT webpage. Upon receipt of an application University IT will seek authorisation for purchase from either: <ul style="list-style-type: none"> <li>• The relevant Line Manager or</li> <li>• The relevant budget holder.</li> </ul>
2.1.3	Applications that are not approved by the Line Manager or Budget holder will not be processed.

2.2	Mobile Handsets & Tariffs
<b>2.2</b>	<b>Mobile Handsets &amp; Tariffs</b>
2.2.1	The University will offer a limited range of handsets and mobile phone tariffs. The most appropriate handset and tariff combination will be determined on the basis of information contained within the application form. Handset allocation is determined on the basis of cost effectiveness not personal choice.
<b>2.3</b>	<b>Mobile Usage</b>
2.3.1	Mobile equipment issued by the University has to be used primarily for work-related communications. Inland Revenue guidance does permit an employee that has been issued with a business mobile to make private calls, but only when private use is 'not significant'.
2.3.2	Use of, or subscription to, premium and/or interactive mobile services using a University phone is strictly prohibited. This includes (but is not limited to) the downloading or forwarding of ring tones, videos and mobile-TV. Failure to comply with this may result in disciplinary action being taken against an employee.
2.3.3	SIM Swapping – The University does not permit the transfer of the University SIM card from the supplied handset to a personal device. This may incur substantial costs for incorrect tariff usage and the University will seek full recompense for any additional charges incurred due to this action. The University would also point out that this may cause serious security breaches where 'data' based devices carry University information.
	<b>Note:</b> All users and their line managers must be aware that call usage will be monitored on a regular basis.
<b>2.4</b>	<b>User Responsibilities</b>
2.4.1	Members of staff who are allocated a mobile device will be held responsible for the handset and <i>all calls made and other charges incurred</i> . It is therefore essential that devices must be kept secure at all times and use by anyone other than the named individual is prohibited.
2.4.2	The handset/SIM PIN code or other security locking system should always be used. Sensitive information (e.g. personal data, passwords, or any other data that could bring the University into disrepute should it fall into the wrong hands) should not be stored unsecured on a mobile device. Staff should consider the impact of retrieving their email on mobile devices.
2.4.3	Handsets that are lost or stolen must be reported immediately to University IT ( <a href="mailto:usersupport@surrey.ac.uk">usersupport@surrey.ac.uk</a> 01483 689898) so that the handset can be deactivated. It is strongly recommended that users keep a separate note of their handset's IMEI number as this will need to be provided to the mobile provider to deactivate the handset.  <b>Please note:</b> <i>In most cases, users can input the following key sequence into their phone in order to display the handset's IMEI number: *#06#.</i>
2.4.4	If an employee loses more than two mobiles within any one-year period, then the University reserves the right to refuse to issue any further devices to that individual.
2.4.5	Mobile devices remain the property of the University at all times and must be surrendered when a member of staff leaves employment or on demand by the head of department, HR or University IT.
2.4.6	Depending on the contract, allowance is made for reasonable use as an inclusive charge. Included in most of the phone contracts is an allowance for reasonable usage. Exceptional high usage charges exceeding this limit are made by the service provider. If it is felt that excess charges do not represent reasonable usage, the user may be asked to refund the university.
2.5	<b>Contract Obligations</b>
2.5.1	Having placed an order for a mobile phone, users are entering into a two year contract with the service provider. The user is therefore issued with the device for a minimum period of two years. The device is available to the user as long as they remain with the University and their role requires them to be available for contact outside of the office.

2.5.2	Users must not under any circumstances re-allocate mobile devices to others without first seeking authorisation from University IT. In the event that University IT authorise the re-allocation of a device to another individual, all elements of the contract including phone number will also be transferred.
2.5.3	If any staff member is unsure of their contract obligations they should consult University IT.
2.6	<b>Managing Mobile Phone Contracts</b>
2.6.1	The local budget holder is responsible for: <ul style="list-style-type: none"> <li>• Reviewing the ongoing requirement/eligibility for each mobile device funded from their budget.</li> <li>• Reviewing summary bills and addressing high call and data usage.</li> <li>• Consulting IT regarding user changes.</li> </ul>
2.6.2	If a user changes role, responsibility for the contract will remain with the originating department unless: <ul style="list-style-type: none"> <li>• The user's new Director or Head of Department/School indicates that a mobile is required in their new role.</li> <li>• University IT are made aware of the new cost centre for charging purposes. This should be done before the user changes role.</li> <li>• If no details are supplied then the mobile will continue to be charged to the old cost centre and the cost centre will continue to carry the costs until the end of the billing period after which notification occurs.</li> </ul>
2.7	<b>Procedures</b>
2.7.1	The detailed procedures and guidance documents relating to the Mobile Phone Policy can be found on the University IT website.
3	<b>Governance Requirements</b>
3.1	<b>Responsibility</b>
3.1.1	<b>Executive Board Members, Budget Holders and Other Staff</b> <p>Executive Board members have ultimate responsibility and accountability for ensuring that the Mobile Phone Policy and Procedures are applied to all Mobile Phone requests within their Faculties/Departments</p> <p>Faculty/Departmental staff who have authority to approve Mobile Phone requests must apply the Mobile Phone Policy and Procedures to all requests within their defined authority and must not act outside of that authority. Failure to apply the Mobile Phone Policy and Procedures to all individual requests will be treated as a disciplinary offence.</p>
3.2	<b>Implementation / Communication Plan</b>
3.2.1	This policy will be communicated via the University's Corporate Policies website and the University IT website. It will also be communicated members of the Executive Board via a Leaders' Alert email and to Faculty Managers and other Senior Managers responsible approving mobile phone requests.
3.3	<b>Exceptions to this Policy</b>
3.3.1	Requests for non-standard mobile phones and contracts purchased by the University will only be met when there is a clear business need e.g. where specialised mobile phones are required for research purposes or for particular non-research related activities or as a reasonable adjustment for any staff member with specific requirements due to a disability.

	Purchases falling outside standard mobile phones and / or preferred supplier guidelines will be reported to Deans and CSAS Heads of Department on a quarterly basis.
<b>3.4</b>	<b>Supporting documentation</b>
3.4.1	Documentation supporting the Policy can be found on the University IT website.

# Equality Analysis Template for all University Policies

For Equality & Diversity Team to Complete:

**Organisational Sign Off by Equality and Diversity Team:**

NAME OF POLICY: Mobile Phone Policy

- Low Equality Impact (Minor input to Policy to reflect equality considerations)  
 Medium to High Equality Impact (Equality Analysis template completed)

Sign off received

Signed off by: Jo McCarthy-Holland

Position: Equality Adviser

Date: 19<sup>th</sup> February 2014