Smartphone and Air Card Policy and Procedures for the City of Fitchburg

PURPOSE

Smartphone wireless handheld devices and associated services are the established departmental standards for Personal Digital Assistants (PDAs). Smart phones are electronic handheld devices that integrate the functionality of a mobile phone, personal digital assistant (PDA) or other information appliance, and internet access. The Department also has established standards for approved air card devices (also called mobile or wireless broadband modems) that allow users to connect laptops to the Internet. This document establishes the general policies and procedures for distributing, managing and using the Smartphone wireless handheld devices and air cards and will ensure that these devices are used in a manner that is consistent with the City's mission.

POLICY

Smartphone wireless handheld devices and air cards provide wireless communications that can be used for a range of functions, including telephony, electronic mail, address book, calendaring, and internet access. While these devices provide obvious productivity benefits, they also pose risks to the City because they are easy to misplace, break or have stolen and are vulnerable to malware, spam, electronic eavesdropping, and other security threats that may result in exposure of sensitive information. Therefore, the following policy is established to adequately safeguard the acquisition, operation, and maintenance of smart phone wireless handheld devices and air cards.

A. This policy applies to all departmental employees using a City Smartphone or Aircard.
B. Use of departmental smart phone wireless handheld devices and air cards for anything other than authorized government business is prohibited.
C. Classified information is not authorized on departmental smart phone wireless handheld devices and associated services.
D. It is illegal to obtain, attempt to obtain, or assist another in obtaining departmental Smart phone wireless handheld devices or air cards through activities that involve waste, fraud, abuse, or mismanagement.
E. Misuse of departmental smart phone wireless handheld devices and air cards may result in administrative and disciplinary actions.

ROLES AND RESPONSIBILITIES:

Department of Information Technology will:

1. Centrally negotiate, acquire, and manage the delivery of departmental smart phone wireless handheld devices, air cards and associated services to realize cost efficiencies, ensure accountability and control of departmental resources, and ensure compliance with applicable technology and security standards.
2. Ensure that smart phone and air card devices and services are configured in accordance with all applicable Federal and Departmental policy and procedures.

3. With the assistance from department heads, identify the baseline number of devices to be funded, maintained and supported by the IT department.
4. Distribute and manage, in accordance with established IT Capital Planning and IT acquisition requirements, the smart phone wireless handheld devices and air cards for the departments.
5. Provide funding and support resources.
6. Establish policy and procedures for the management of smart phone wireless handheld devices, air cards and associated services.
7. Monitor and review smartphone and air card activities to ensure:
  a. Continuous and effective Departmental communications, a sound understanding of needs, and a proper balance between cost and customer satisfaction requirements;
  b. Compliance with regulatory requirements and standards;
  c. Realization of cost savings and/or cost avoidance;
  d. Gain in maximum benefits from IT investments in supporting program delivery.
8. Provide advice and assistance to Departmental offices and organizations regarding smart phone wireless handheld devices and air cards to ensure effective and prudent use;
9. Provide leadership, guidance and oversight in the establishment and maintenance of inventories of smart phone wireless handheld devices and air cards;
10. Ensure that smart phone devices and services and air cards are upgraded as required to provide reliable voice and data capabilities;
11. Monitor and manage the level of availability, performance and restoration for smart phone wireless handheld devices and associated services and air cards;
12 Develop and disseminate monthly usage reports to ensure adequate and appropriate smart phone and air card usage;

City of Fitchburg Departments will:
1. Distribute the allocated smart phone and air card devices as designated by the appropriate authorized individual;
2. Submit approved requests for smart phone wireless handheld devices and services and air cards to the IT department;
3. Ensure compliance with the established smart phone and air card policy and procedures;
4. Identify business and program requirements and work with the IT department to develop standardized, cost effective solutions based on a common telecommunications infrastructure
5. Review the smart phone and air card usage policy to ensure that their office is using these devices adequately and effectively and take the necessary actions to eliminate redundant, unauthorized, or unused smart phone wireless handheld devices and associated services and air cards;
6. Provide any and all accessories needed by the user
7. Will ensure that staff complies with the provisions of this guidance.

Employees will:
1. Request smart phone wireless handheld devices and associated services and air cards through the authorized individual in their respective Department;
2. Observe and comply with the smart phone and air card Rules of Behavior;

3. Immediately report any lost or stolen smart phone wireless handheld devices or air cards to their respective office;
4. Return to IT, smart phone wireless handheld devices or air cards that have been damaged or are no longer required;
5. Return smart phone wireless handheld devices and air cards to IT upon separation, transfer, or termination from the Department.
6. Replace any smart phone device or aircard if that device was broken or lost outside of his\her direct responsibilities or duties to their job with the City.

ACQUISITION
If it is determined that a smart phone wireless device or aircard is needed, the IT Department will buy the device and the Support contract.

PROCEDURES
The following is a general overview of the process for requesting, submitting, approving, and receiving smart phone wireless handheld devices and services:

Requesting a Smartphone or Air Card
1. City personnel submit a request for smart phone wireless handheld devices and services to their authorized departmental point of contact.
2. If approved, the authorized point of contact will submit the request to the IT Department. Each submission must identify:
  a. User name,
  b. Required device features,
  c. Justification for the Device,
4**.** Upon receipt of the request IT, with the help of the Department Head and\or Mayor, will determine the economic constraints and general viability of the request. An answer will be given in a timely manner.

Smartphone and Air Card Rules of Behavior
What are Rules of Behavior?
Rules of Behavior are part of a comprehensive program to provide complete information security guidelines. These guidelines were established to hold users accountable for their actions and be responsible for information security. Rules of Behavior establish standards of behavior in recognition of the fact that knowledgeable users are the foundation of a successful security program. Users need to understand that taking personal responsibility for the security of their smart phone and air card devices and the data contained is an essential part of their job.
Smartphone and Air Card Users shall:
· Only use systems, software, and data for which the user has authorization and use them only for official government business.
· Not attempt to override technical or management controls or download sensitive information to their smart phone.
· Take precautions to secure government information and information resources.
· Protect government property from theft, destruction, or misuse.
· Use passwords to protect smart phone wireless handheld devices.

· Physically protect the smart phone wireless handheld device and air card from theft and be particularly aware of the threat of loss during periods of travel.

· Not alter the configuration, including installing software or peripherals, on government equipment unless authorized.

· Report security incidents or any incidents of suspected fraud, waste or misuse to the appropriate authority immediately.

· Report the loss or theft of any smart phone wireless handheld device or air card immediately the Information Technology Department

I acknowledge that I have read the above policy document and agree to abide by its terms.

_____
Print Name

_____   _____
Signature   Date

_____
Printed Department Name