

LANGARA COLLEGE

Title: Cell Phone / Smart Phone Service
Category: Administration – Communications
Policy No.: B4006
Replaces: New
Applicability: All
Effective Date: October 20, 2009
Source(s): Langara Council

Approval: [President's signature is on the original copy of this policy]

1. PURPOSE

To provide a framework for the provision of mobile device technology to Langara College employees.

2. DEFINITIONS

Cell phone: a mobile device optimized around support of voice communication. May be capable of supporting SMS text messaging, email, internet access, photos and video, GPS, etc.

Smart phone: a mobile device optimized around support of typical business messaging services, including voice. At a minimum is capable of supporting integrated email, scheduling, task management, contacts, and voice communication.

Base cost: the minimum monthly cost in place with the College's cellular provider.

Acceptable user categories: apply to employees who are regularly required to be in contact with others when away from their normal work location (Appendix A specifically designates those eligible to receive smart phones):

Employees who are regularly required to maintain business access outside of normal hours from off campus. Examples would include senior management roles such as President, Vice President, Deans, key Directors (Facilities and Purchasing, Human Resources, Information and Educational Technology Services [IETS], Communications and Marketing), Continuing Studies Managers and Program Coordinators.

Employees who are involved in supporting key College processes or infrastructure in the event of an emergency. Examples would include key IETS Development Services and Technology Services support personnel and Facilities Managers.

Those involved in evaluating, implementing, supporting or delivering educational content via mobile device technology. Examples would include Educational Technology personnel, Communications and Marketing and IETS employees involved in implementing and supporting web-based services.

3. AUTHORITY

3.1 Related Acts and Regulations

3.2 Related Policies

[Code of Conduct](#)

[Electronic Communication](#)

[Access to Information](#)

[Computer and Computing System Use](#)

4. RELATIONSHIPS WITH COLLECTIVE AGREEMENTS

Not applicable.

5. POLICY

5.1 In most cases employees located on campus are provided with a phone and a workstation at their work location (typically a hardwired or cordless Mitel handset and a MS Windows desktop). Mobile devices are not intended to replace the use of available workstation equipment. *Where possible, individuals should use their normal workstation equipment to place telephone calls, deal with email, and use business-related web-based services.*

5.2 Acceptable use cases apply to roles, not individuals (i.e., a mobile device is associated with the role of the individual). As an example, an employee in a particular role may require a mobile device; when someone else assumes their role, the incumbent must transfer the device to their successor.

5.3 Users are responsible for all charges associated with personal use when the monthly invoice exceeds the base cost associated with their phone.

6. GUIDELINES/STANDARDS

6.1 Calendar, Contacts and Task integration with the College's existing messaging system will be implemented when appropriate syncing software becomes available.

- 6.2 The IETS Service Desk (604.323.5999) will only support college-owned phones.
- 6.3 The College will determine the models of mobile devices that can be purchased.
- 6.4 The College will determine when College-owned mobile devices are to be upgraded.
- 6.5 The primary purpose of a College-owned mobile device is to support the business needs of the institution. Therefore with the exception of incidental personal use, College-owned phones must not be used in support of other business activities (e.g., providing private consulting services, supporting the needs of other organizations, etc.).
- 6.6 The College will cover the established base cost for an equivalent College device for users who wish to purchase their own mobile device. As an example, if a user who fits within one of the acceptable user categories wishes to buy their own smart phone, the College will reimburse the individual for the base cost on a predetermined schedule to be established with the Manager of College Services.
- 6.7 College-owned mobile devices will be automatically upgraded to a newer unit on a three-year evergreen cycle. Users who feel their unit no longer meets their current business requirements require their manager to submit a supported request on their behalf to the Manager of College Services justifying an upgrade. If the upgrade involves additional cost, the applicable Executive Committee member will be asked to approve the upgrade.
- 6.8 Users are responsible for ensuring that information related to College business stored on or accessible via mobile devices is protected from unauthorized access.

7. EXCEPTIONS

Under exceptional circumstances phones will be provided to those who do not fit within the established acceptable user categories with the approval of their appropriate Executive Committee member.

8. PROCEDURES

General

- 8.1 An individual requesting the use of a mobile device requires their manager to submit a Mobile Device Acquisition Form to the Manager of College Services. The request must include a short justification why a mobile device is required and specify the applicable Acceptable User Category.

- 8.2 In consultation with the Manager of College Services users can specify which of the IETS approved phones they would like to acquire.
- 8.3 Upon receipt of their phone, users must sign the Mobile Equipment Release Form acknowledging the responsibilities associated receiving their phone.

9. RESPONSIBILITY

For further information regarding this policy, please contact the Director of Information and Educational Technology [IETS].

10. APPENDICES

- Appendix 1: Designated Smart Phone Users by Category
- Appendix 2: Mobile Device Acquisition Form

APPENDIX 1
Designated Smart Phone Users by Category

Executive

- President
- Vice-President
- Dean
- Director, Human Resources

Directors

- Athletics
- Communications and Marketing
- Facilities and Purchasing
- Information and Educational Technology Services
- International Education
- Library and Bookstore
- Registrar

Information and Educational Technology Services

- Educational Technology
- Associate Director, Application Development
- Associate Director, Technology Services
- Project Leaders
- Team Leaders
- Network and Security Administrators
- Servers and Storage Administrators

Facilities and Purchasing

- Building Manager, Security
- Manager Construction Projects
- Security

Communications and Marketing

- Communications Officer
- Media Advisor

International Education

- Homestay

APPENDIX 2
Mobile Device Acquisition Form

Request

Manager's Recommendation:

Manager's Signature

Applicable User Category (check all that apply):

- Employee is regularly required to maintain business access outside of normal hours from off campus.
- Employee is involved in supporting key College processes or infrastructure in the event of an emergency.
- Employee is involved in evaluating, implementing, supporting or delivering educational content via mobile device technology.

Acknowledgement Process

The following acknowledges that:

1. I have read and understand the Cell Phone / Smart Phone policy;
2. I agree that whenever the monthly bill exceeds the Base Charge for my particular phone I will pay for all personal charges; and
3. except for incidental personal use, I will only use my mobile device in support of college-related activities.

User Name: _____

Employee #: _____

Department: _____

Mobile Device #: _____

User's Signature: _____