

January 12, 2016

SUBJECT:**Policy for County Issued
Mobile Devices****ORIGINATING DEPARTMENT:**Systems Management
Page 1 of 3**PURPOSE:**

Citrus County is committed to delivering the highest standard of service to our community. Mobile technology enhances service delivery, supports disaster recovery, and enables efficient communication. This policy establishes guidelines for the acquisition, use, and management of County-issued mobile devices to ensure responsible and secure usage. Usage and data contained on County-issued devices are subject to inspection and copying in accordance with Chapter 119, Florida Statutes, as well as applicable retention laws and regulations unless expressly exempted by law. It is the County's policy to provide the highest standard of service to our community. Utilizing mobile devices improves the quality of service delivered to the Citrus County citizens. Mobile technology provides assistance with disaster recovery, and offers portable alternatives for immediate communication, enabling time and distance to be managed more effectively. For this reason, establishing guidelines should help preserve the benefits provided by cellular phones. The Administrative Regulation establishes the County's policy for the acquisition and use of County-issued mobile devices.

POLICY:**1. Acquisition and Support**

- a. Systems Management is responsible for the procurement, configuration, and support of all County-issued mobile devices (e.g., cell phones, tablets, laptops, mobile hotspots).
- b. Devices and service plans must be acquired through approved channels such as State of Florida contracts, RFPs, or other authorized procurement methods.
- c. Departments and employees are prohibited from independently purchasing mobile devices or service contracts.

1. Systems Management is responsible for purchasing, and supporting mobile devices such as cell phones, laptops, tablets or mobile wireless routers. The purchase of devices and services will be solicited through the Request for Proposal, State of Florida contract, and/or other approved designated process. Departments, Divisions and employees are prohibited from directly purchasing mobile devices or sell service contracts.

2. Request and Funding

- a. Device requests must be submitted by a Department Director and funded by the requesting Department or Division.
- b. Only devices approved by Systems Management may be issued.

- c. Charging accessories will be provided; protective cases or holsters will be issued, and the requesting department or division will be debited accordingly.
- 2. Any mobile device and recurring monthly charges must be requested by a Director and funded by the Department or Division receiving the device. Selection will be limited to those devices sanctioned by Systems. Systems Management will supply charging accessories, but protective covers or holsters must be purchased by the requesting entity.

3. Authorized Use

- a. County-issued mobile devices are for official County business only.
- County officials and employees may only send or receive emails and text messages regarding County business on County email accounts and County-issued cell phones. County officials and employees may use approved messaging applications to transmit messages that are transitory in nature and created primarily to communicate information of short term value.
- b. Transitory messages are not intended to formalize or perpetuate knowledge, set policy, establish guidelines or procedures, certify a transaction, or make receipt
- c. When a more cost-effective communication method is available and practical, it should be used instead of a mobile device.
- d. County employees may opt out of receiving text messages on their County-issued cellular device by generating a support ticket that must also be approved by the user's supervisor. It will be the user and department's responsibility to notify Systems Management via support ticket if the device should receive any messages after the block has been issued.

- 3. Mobile Devices are to be used for fulfilling County duties and responsibilities only. Because mobile devices can be billed on a time-used basis, they shall not be used when a less costly alternative method of communication is safe, convenient, and readily available.

4. Personal Use Guidelines

- a. Limited personal use is permitted during extended work hours and is considered business-related, up to 60 minutes per billing cycle.
- b. Personal use must not exceed 50% of total device usage.
- 4. Cellular phones provided by the County are intended for County business. Personal calls by County staff when required to work extended hours shall be considered business calls. These calls shall be limited to 60 minutes per billing cycle and do not require reimbursement from the employee.

5. Reimbursement for Excess Personal Use

- a. Employees exceeding the 60-minute personal use allowance must reimburse the County at the current contract rate.
- b. Employees must assist in identifying personal calls and submit

reimbursement within 30 days of notification.

c. A copy of the invoice with personal calls marked and a check payable to the Citrus County Board of County Commissioners Board of County Commissioners of Citrus County, Florida must be submitted to the Department's cellular representative.

5. Should an employee's personal calls exceed 60 minutes on a County issued cellular phone, the employee is required to reimburse the County the cost of calls in excess of the 60 minutes at the current negotiated contract rate. Employees in such circumstances are required to assist the cellular phone representative for their Department/Division/Office in differentiating between business related and personal calls, and to remit the amount owed for personal calls within 30 days of first notification. Personal use of a County issued cellular phone should not exceed 50% of the total use. The County retains the right to suspend or revoke use of a County cellular phone if personal activity is excessive.

Employees may elect to maintain a log of personal calls made on County owned cellular telephones. Employees will review billing statements for cellular telephones they have used and identify personal calls they have made by clearly marking the calls and initialing the statement. A copy of the invoice highlighting the personal calls and a check payable to Citrus County Board of County Commissioners shall be submitted to the Department/Division/Office cellular representative for processing.

6. Shared Devices

a. Employees sharing a County-issued device must maintain a log of personal calls (date, number, and direction) and assist in reconciling billing records.

6. In those circumstances when a County issued cellular phone is shared by more than one employee, all employees who make or receive any personal calls on such phones shall retain a record of such calls including the date, cellular telephone number, and inbound/outbound telephone number. Such employees shall then be required to assist in reconciling cellular phone bills in accordance with County procedures.

7. Reimbursement for Business Use of Personal Devices

a. Employees using personal devices for County business may request reimbursement by submitting:

- I. Date and purpose of each call
- II. Copy of the original phone bill

b. Reimbursement will be at the County's current contract rate.

7. Employees who conduct County business over employee owned cellular phones may apply for reimbursement for such calls. To receive reimbursement, employees must document the date and purpose of the call and submit it with a copy of the original phone bill. The reimbursement rate is the same as the current contract rate with the County's cellular provider.

8. Auditing

- a. The County reserves the right to audit all County-issued mobile devices and their usage, including monthly billing reviews.
- b. The County will contract with a vendor to capture, archive and backup all messages received or generated on County issued cell phones. Text messaging will not be permitted until the County has the vendor in place and set up to begin capturing the text messages.
- c. Messages sent to County-issued mobile devices are subject to audit to ensure compliance with County policies. Communications must not contain inappropriate language, threats, or content unrelated to official County business. Any messages, sent or received, found to be in violation may be referred to Human Resources or law enforcement for further review and action.

~~8. Citrus County reserves the right to audit all County issued mobile devices and their use, which will include but not be limited to, a review of the monthly billing.~~

9. Misuse and Disciplinary Action including excessive personal use or damage due to negligence, may result in disciplinary action, up to and including termination.

~~— Misuse, including excessive personal use or damage due to negligence, may result in disciplinary action, up to and including termination.~~

~~9. Misuse, including but not limited to excessive personal use and damage due to mishandling of a County-issued mobile device, will result in disciplinary action to the employee.~~

10. Mobile Applications

- a. Employees may submit request job-related software application requests via the intranet form. Requests will be reviewed by Security and Information Systems staff. If approved, the application will be made available in the device's application library.
- b. Only approved applications may be installed. Any applications that have a fee will be purchased by Systems Management, made by using a County-issued credit card, and charged to the requesting Department or Division.
- c. Systems Management will manage all registration details. County officials and employees may not log into personal or non-County email or social media accounts on a County-issued device.

~~10. Employees are prohibited from downloading additional software and services without the approval of their Director. Any mobile applications purchased shall be at the expense of the Division or Department using a County issued credit card. When the option exists to purchase an application versus ad-supported freeware, they should always purchase the application. Systems Management will create and manage the registration information for each mobile device. Under no circumstances can a BOCC mobile device be registered to an employee or a non-County email~~

address.

11. Network and Device Security

- a. County officials and employees must exercise caution when connecting to external or unsecured networks.
- b. Do not connect any mobile device (County-issued or personal) to a County computer for charging or data transfer.
- c. In the event of a separation of employment, all cellular and wireless devices are to be surrendered to Systems Management upon last date of employment. Any data on the device is County property and subject to audit of data stored.
- d. County officials and employees are strictly prohibited from wiping, reformatting, jailbreaking, rooting, or otherwise tampering with County-issued mobile devices or their management software. This includes any attempt to disable or bypass mobile device management (MDM) tools, security settings, or monitoring systems installed by Systems
- e. **Management.** Any such action will be considered a serious violation of County policy and may result in disciplinary action, up to and including termination.

11. Connecting a mobile device to the County's computers or networks can introduce viruses or other harmful software. Employees should exercise an abundance of caution when connecting to other computers and networks, especially unsecured wireless networks.

12. Personal Device Restrictions

- a. Personal mobile devices may not be connected to the County email system or used to store/sync County data to personal cloud services.
- b. In the event a County official or employee sends or receives an email regarding County business on their personal email account or sends or receives a **non transitory** text message on their personal cell phone, the email or text message must be sent to their County email account within seventy-two (72) hours of the message being sent or received.

12. Under no circumstances should a mobile device (County-issued or personal) be plugged into a County computer to recharge the mobile device battery.

13. Confidentiality and Data Protection

- a. Cellular transmissions are not secure. Employees must use discretion when handling confidential information.
- b. Sensitive data must never be stored unencrypted on mobile devices.
- c. Lost or stolen devices must be reported to Systems Management immediately for remote disabling and password changes.

13. Employees are not allowed to connect their personal mobile devices to the County email system, nor store or sync County data or files to personal cloud or

~~remote hosting services for use on a personal mobile device.~~

14. Device Functionality

- a. ~~Users are responsible for ensuring their devices function properly and must contact Systems Management for support when needed.~~
- b. ~~County officials and employees are responsible for installing device and application updates when they become available. Failure to install updates may result in applications not performing properly, communication such as email and calendar updates not being received, or the device being locked.~~
- c. ~~When a County official or employee updates their network password, the password will also need to be updated on the device. Failure to update the password on the wireless device may result in applications not performing properly, communication such as email and calendar updates not being received, or the device being locked.~~

~~14. Cellular transmissions are not secure so employees shall use discretion in relaying confidential information. Sensitive or confidential County information may not be stored in an unencrypted format on mobile devices at any time. In the event a County device is lost, stolen or misplaced, Systems Management must be notified immediately so that appropriate steps can be taken to change passwords and if possible, remotely disable the device.~~

15. Policy Violations ~~may result in disciplinary action, up to and including termination of employment.~~

~~Violations of this policy may result in disciplinary action, up to and including termination of employment.~~

~~15. Users of mobile devices must take the initiative to ensure their mobile devices are communicating correctly and contact Systems Management if not.~~

~~16. Violating this policy can result in disciplinary action leading up to and including termination of employment.~~

FOOTNOTES & REFERENCES TO RELATED AR's: Supersedes AR 16.07 and eliminates 16.17 adopted May 25, 2010; AR 16.07 dated June 22, 2010.