
Mobile Devices Access and Use Procedure

Information Technology Services Policy

1 Purpose

Mobile/Portable Devices are a significant portion of the University's overall telecommunications costs. The purpose of this procedure is to ensure the most efficient use of mobile phone services and to ensure accountability for personal calls.

2 Organisational Scope

These are University-wide procedures and apply to all staff in the University. The procedures also apply to any related third party covered under the terms of the telecommunications contract in place at the time, and who chooses to receive services under the terms and conditions of that contract.

3 Definitions

For purposes of this procedure, unless otherwise stated, the following definitions shall apply:

Business Calls:	Calls made as a requirement of the person's duties and obligations as an employee or contractor of Victoria University of Wellington.
ITS:	Information Technology Services.
Mobile/Portable Device:	Mobile phone or mobile data access device such as a tablet or 'data stick' for a laptop.
Mobile Services:	Any services available to users with a mobile connection on a Victoria University of Wellington mobile/portable device.
Mobile Account:	Services provided to an individual by a service provider.
Personal Calls:	Calls made on University-owned or privately-owned mobiles, specific to the caller's personal affairs and unrelated to University operations. For the avoidance of doubt, calls that must be made to personal contacts due to unscheduled changes in workplace requirements are classified as business calls. Other personal calls made from a University-owned device should be reviewed monthly by the line/cost centre manager. At the managers discretion any attributable costs may have to be paid by the employee.
Unlisted Number:	A mobile number that is not listed in the University's published lists of staff contact numbers, not recorded on voicemail systems and generally not published in paper-based publications, with the exception of business correspondence.

Pool Mobile:	A device which is provided to a school/CSU for communal use and is not assigned to an individual staff member.
Parked Mobile:	A mobile service which suspends the contract of a mobile phone. All voice and data services are suspended. The service provider may elect to charge for this service.
Data:	Data refers to downloading email or web content to the device and is any type of mobile network connection (not via WIFI) other than voice or text messaging. A data plan is a call plan which provides for the management of data usage and may or may not include a pre-paid amount. Any use over the included pre-paid data will be charged at the current 'overage' rate.

4 Procedure

4.1 Authority to issue mobile phones

- (a) Any staff member may request use of a mobile phone for business use, using the relevant form from the ITS Customer Portal [ResolveIT](#) or calling the ITS Service Desk on 5050.
- (b) Approval of such requests will be made as follows and in regard to the approvals checklist.

The budget centre managers must approve all authorisations. Requests for a 'smart phone' with appropriate data plan will need approval by the relevant Head of School, CSU Director, or Senior Management Team member. The managers must satisfy themselves that the issue of a mobile device to an individual would aid business practice.

- (c) Mobiles will not be provided solely for private use.
- (d) Mobiles may be bought through an ITS. Victoria University of Wellington does not enter into term based plans and we do not receive any handset subsidies. There is no standard replacement cycle for mobile phones or other portable devices.
- (e) All mobiles remain the property of Victoria University of Wellington.
- (f) Mobile users must sign a new user acceptance form (Appendix A) and take reasonable care of mobiles in their possession and ensure that they remain secure at all times. Any loss, damage or theft should be reported to ITS Phone Services via the ITS Service Desk as soon as practicable.

4.2 Authority to connect

- (a) Mobile accounts must be connected to the University's contracted supplier via ITS Procurement Services. Only ITS staff can provide a university usage plan and SIM card.
- (b) Requests to have a new mobile/portable device connected must be made via the ITS Customer Portal [ResolveIT](#) or by calling the ITS Service Desk on 5050. The criteria for such a request can be found in section 4.1.
- (c) The standard contract terms and conditions which have been arranged between ITS and the service provider will apply.

4.3 Personal use

- (a) Accounts Receivable will accept payments for reimbursement of personal use.

- (b) No separate account for personal usage will be issued. It is the responsibility of the line/cost centre manager to determine any amount of excessive personal use and request a refund from their staff member.

4.4 Personal mobiles

Personal mobile devices can be issued a university SIM with the appropriate connection plan. A request can be made in the same way as described above in clause 4.2. We are also able to port an existing personal mobile phone number to the university account if desired.

Where a user has a requirement for occasional or infrequent access to a mobile device, this could be provided as a 'pool' phone within a budget centre or a loan device allocated by ITS Services.

4.5 Mobile Services

Mobile services are supplied as part of the contract between the University and the service provider and are subject to availability from the service provider. IT Procurement will hold a copy of the contract.

- (a) Parking: a mobile/portable number can be parked thus removing the phone from active service. No calls are able to be made to or from the device.
- (b) Disconnection: an authorised school/CSU manager may elect to have a mobile phone disconnected. Disconnection requests must be made to ITS in the usual manner. Disconnection fees may apply and will be advised by the service provider. Disconnection fees are the responsibility of the School/CSU.
- (c) Any changes to a device user or cost centre must be advised to ITS Phone Services immediately via the ITS Service Desk.

4.6 Misconduct

- (a) Failure to abide by these procedures may amount to misconduct or, depending on the circumstances, serious misconduct, non-compliance could result in action being taken against the staff member concerned in accordance with the [Conduct Policy](#). The University reserves the right to remove the mobile service from any third party.
- (b) Where the mobile/portable device user is able to access email and/or the internet the [Information Systems Statute](#) and [Information Security Policy](#) will apply:

5 Legislative Compliance

Though the University is required to manage its policy documentation within a legislative framework; there is no specific legislation directing this procedure.

6 References

[Conduct Policy](#)

[Information Security Policy](#)

[Information Systems Statute](#)

Previous Version: [Mobile Devices Access and Use Procedure](#)

7 Appendices

Appendix A: [New User Acceptance Form](#)

8 Approval Agency

Director, Information Technology Services

9 Approval Dates

This procedure was originally approved on: 6 March 2006

This version was approved on:

This version takes effect from: 1 October 2015

This procedure will be reviewed by:

10 Contact Person

The following person may be approached on a routine basis in relation to this procedure:

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