

	CITY OF HENDERSONVILLE		
Policy Name:	Electronic and Mobile Device Policy	Date Adopted by Council :	Sept 7, 2017

I. Purpose

It is the policy of the City to implement procedures to effectively use mobile devices, communication services, and electronic equipment to increase the City’s operational efficiencies. It is recognized that the day-to-day operations of the workforce require voice and data communications and there is often a need to communicate when access to a regular telephone or computer is unavailable. A mobile communications device allows employees to improve customer service and to enhance efficiency of operations.

II. Scope

This policy advises employees and department heads of their responsibilities and provides guidance in managing the distribution and usage of a City supplied, or personally owned, mobile device used to conduct City business. This policy shall be interpreted in connection with the City’s Internet Usage Policy.

III. Definitions

Mobile Device – A wireless, portable device that allows a User to access data and information from the City’s network. A mobile device includes the following devices, and other similar devices approved by Technology Services that may be set-up to connect to the City’s network. Contact Technology Services to verify set-up and connectivity.

1. Smartphone – a mobile device with multifunctional features that includes an operating system, internet access, QWERTY keyboard, and a messaging system.
2. Standard mobile phone – a mobile device that can make and receive telephone calls, pictures, video, and text messages.
3. Tablet Computer – a wireless, portable flat-panel personal computer with a touch screen interface and no primary ability to function as a telephone. Some tablets may not be able to set-up and connect to the City’s services. Contact Technology Services to verify set-up and connectivity accessibility.
4. Wireless Router/Mobile Wi-Fi – a mobile device that allows multiple end users and other mobile devices to share a mobile internet connection and create an ad-hoc network.
5. Personal Computer (PC) – A compact computer that uses a microprocessor and is designed for individual use.
6. Personal digital assistants (PDA) – a small mobile hand-held device that provides computing and information storage and retrieval abilities.
7. Pager – a small telecommunications device that receives (and, in some cases, transmits) alert signals and/or short messages.

User – a User includes any City employee who utilizes a City supplied, or a personally owned mobile device to conduct City business.

IV. Electronic and Mobile Device Issuance

A City mobile device will be issued and authorized under one or more of the following conditions:

1. Job responsibilities require an employee to be away from regular landline access for extended periods of time and communication by the employee is necessary to fulfill job objectives.
2. Employees whose job duties and responsibilities require immediate contact by department directors or city management (where one cannot be communicated with via radio, email or computer, or existing desk phone).
3. Mobile Device use enhances the employee's personal safety on the job and provides communication during emergencies.
4. On-call and after-hours support employees who are on-call for emergency maintenance or support outside of normal City business or department hours.
5. Emergency management/response or critical contact employees tasked with responsibilities for emergency operations response, public safety, technology personnel, or key facilities staff.
6. All department heads.
7. The employee's role requires the ability to conduct two-way communication at all times.
8. Other critical needs as approved by the City Manager.

The issuance of City-owned mobile devices shall be recommended by the department head and approved by the City Manager or his or her designee. It shall be the responsibility of the department head to ensure that funds are budgeted for the purchase and monthly service costs prior to issuance. In order to receive a City issued mobile device, the department head and the employee should sign a Mobile Device Issuance Agreement Form upon issuance.

Department heads are responsible for maintaining the approval justification for each mobile device and service issued, maintaining an inventory of mobile devices, reviewing mobile device usage to ensure that all requirements and guidelines set out in this Policy are met. In the event a mobile device no longer meets demonstrated business needs, is unused, or no longer fits with the employee's job function, the department head shall ensure cancellation, reassignment, or adjustment of mobile device services.

V. Personal Device Stipend/Reimbursement

In some cases, with the approval of the City Manager, a department head may be reimbursed for use or partial use of their personal mobile device. This allowance shall be determined by the City Manager and be paid to the department head monthly. The department head may use the device for both business and personal purposes as needed. The City will not provide technical support for personal mobile devices, except for limited support for data communication with the City's network for those authorized to have the ability to do so. Alternatively, a department head may choose to have a City-owned mobile device issued to them. All other employees will not be eligible for a stipend.

VI. Electronic and Mobile Device Usage

City provided mobile devices are to be used to support City business. Employees may use mobile devices to communicate informally with others in the City government so long as the

communication meets professional standards of conduct. Employees may use mobile devices to communicate outside City government when such communication is related to legitimate business activities and is within their job assignments or responsibilities. Employees will not use mobile devices for illegal, disruptive, unethical, or unprofessional activities, for personal gain, or for any purpose that would jeopardize the legitimate interests of the City. Employees may use City issued mobile devices for personal reasons while on lunch, in emergency situations, or in accordance with department head discretion. All use must follow applicable laws and regulations. Mobile devices provided by the City are the property of the City and are to be used to conduct City business. The City reserves the right to access and monitor the use of all City-owned mobile devices. If a mobile device has a global positioning system (GPS) or location services, they must be enabled at all times. Login information and passwords for City owned mobile devices should be kept by the City and must be provided upon request. Any use of a City mobile device in violation of this policy may result in appropriate disciplinary action up to and including termination. The City reserves the right to implement security capabilities and the right to perform periodic maintenance on all City-issued mobile devices. The City reserves the right to cancel City-issued mobile device service of any City employee for any reason including but not limited to violation of this policy, abuse of mobile device privileges, or for department budgetary constraints.

Mobile device statements or summaries are public documents which may be disclosed in certain circumstances.

Employee responsibilities for use of City-owned mobile devices include:

1. Protecting the City owned mobile device from theft, loss, or damage.
2. Immediately reporting loss or theft to supervisor or department head.
3. Using discretion while making sensitive or confidential communications.
4. Immediately returning the mobile device to the department head if it is determined that the mobile device is no longer necessary, at any other time upon request, or upon leaving City employment by resignation or termination. Employees unable to present the device in good working condition within the time period requested may be expected to bear the cost of replacement.
5. Using the equipment prudently to ensure safety of themselves, their co-workers, and the general public.

Additionally, employees utilizing mobile devices in City vehicles are expected to use such devices in compliance with all current state and local laws and in a manner that does not jeopardize the safety of the employee or others.

VII. Personal Use of Electronic and Mobile Devices

Limited personal use of City technology resources is allowed with the following restrictions and is subject to all the rules in this Policy, including access and monitoring:

1. There must be no cost to the City. The employee will be required to reimburse the City for the amount in excess of the regular charges that are attributable to personal use.

2. Personal use of City-issued mobile devices may be permitted provided the use is consistent with this Policy, does not distract from or interfere with an employee's or official's obligation to carry out City duties in a timely and effective manner, does not interfere with other employees or officials performing their duties, and does not undermine the use of City technology resources for official purposes.
3. City technology resources may not be used to operate a personal business, for political activity or for solicitation of any kind.
4. No unauthorized individual is allowed to use City technology resources at any time (including family members and friends), unless in an emergency situation.
5. Employees and officials should ensure that personal use of technology resources does not express or imply sponsorship or endorsement by the City.

Employees may use personally owned mobile devices while on the job provided such use is limited and does not distract from or interfere with an employee's obligation to carry out City duties in a timely and effective manner, does not interfere with other employees or officials performing their duties, does not undermine the use of any City technology resources, and provided that such use does not otherwise violate City policies and procedures.

Mobile devices shall be turned off or set to silent or vibrate mode during meetings, conferences, and in other locations where incoming calls or texts may disrupt normal workflow. If employee use of a personal mobile devices causes disruptions or loss in productivity, the employee may become subject to disciplinary action. Abuse of this policy may result in disciplinary action up to and including termination.

VIII. Replacement of Lost or Damaged Electronic and Mobile Devices

Employees will be allowed a replacement mobile device in accordance with the agreement of the service provider, as determined by the department head. In the event the employee damages or loses their assigned device, the employee may be required to reimburse the City for expenses associated with replacing the device, at the discretion of the City Manager.

IX. Policy Revisions

This policy is being instituted by the City and is a supplement to the Personnel Policy of the City of Hendersonville. The City Manager is authorized to make future revisions to this policy. It is understood that any substantive changes to the policy should only be implemented after first consulting with the City Council.



ELECTRONIC & MOBILE DEVICE POLICY EMPLOYEE ACKNOWLEDGEMENT FORM

I, _____, hereby acknowledge that I have received the Electronic and Mobile Device Policy of the City of Hendersonville and understand that it my responsibility to read, understand and comply with the policy. I understand that if I misuse or fail to return assigned equipment when requested to do so, I may be liable to the City for the full replacement cost of the equipment. I understand that failure to comply with the stated policies may lead to disciplinary actions, including the possibility of termination of my employment.

Employee Name:

(Please print)

Date:

Employee signature:
