

 <p><b>STANISLAUS COUNTY COMMUNITY SERVICES AGENCY</b></p>	Developed by/Date:	Page: 1 of 3	Number: 4.4
	Reviewed by/Reviewed Date: CSA Exec Team 6/17/13	Replaces:	Subject: Information Technology
Title: <b>Smart Phone and Tablet Usage Policy</b>		Approved: 6/17/13, 02/10/14, 12/13/16	

## Policy

It is the policy of CSA to issue smart phones and tablets (electronic devices) to designated users to conduct CSA business. Electronic devices are tools to increase effectiveness, efficiency, reduce response time and improve communication. Utilization will provide staff access field services such as: navigation (maps), safety features, field communication and access to departmental information from the field.

## Purpose

This policy establishes the procedures for access and use of Department issued electronic devices. Staff are expected to adhere to departmental and County policies regarding technology and phone use and shall acknowledge an understanding of these policies on the appropriate form prior to the actual assignment of any electronic device. As these devices provide the ability to e-mail, text message, instant message, and utilize the internet, the County's Internet and Email Policy, Telecommunications Policy, and Receipt of Phone and Acknowledgement Policy also apply to each employee issued a smart phone or tablet by CSA. Employees issued these devices should familiarize themselves with these additional policies.

Employees utilizing smart phones or tablets shall not have any expectations of privacy. These devices contain Global Positioning Systems (GPS). During an employee's established work schedule, GPS may be utilized to locate an employee. Employees have a reasonable expectation of GPS privacy outside of his/her established work schedule. GPS will not be utilized outside of an employee's established work schedule unless there is an emergency. GPS will be used for business purposes only.

Smart phones and tablets will be issued based upon business need and as approved by CSA's Executive Team.

## Procedures

- Smart phones and tablets are considered CSA property. The County's Internet and Email Policy, found in the County's Personnel Manual, states there is no right to privacy in any information created or received on any CSA electronic device.

- Smart phones will not be used outside of a non-exempt employee's designated work schedule. Overtime will not be authorized due to utilization of the smart phone outside of the designated work schedule.
- Non-exempt employees shall turn off any smart phone or tablet outside of his/her established work schedule. Exceptions may be approved by CSA management or for employees placed on-call.
- Employees issued Departmental cellular phones will not provide their personal contact information to customers, clients, or foster children.

#### CSA Owned Smart Phones and Tablets:

- IT will develop the accounts and installation of software necessary to activate the device and connect it to the network.
- County IT and CSA IT will select and determine service provider(s) and plans.
- CSA IT will acquire and install all applications required for departmental use. Employees shall not install and/or download any applications on their phones. Should an employee recognize a business need for a particular application, the employee will first discuss need with his/her supervisor and manager. The manager may submit the request including the business need to CSA's IT Manager for approval. CSA IT will work with staff on application requests, research and recommend applications, and install all applications. Applications for personal employee use, without a compelling business need will not be installed on County owned devices.
- CSA Management may require periodic submission of these devices for inspection to ensure compliance with policies and provide any required maintenance, including the installation and updating of Mobile Device Management software.
- Upon termination of employment, the employee must return any issued equipment to his/her supervisor. The device will be reset and all data deleted.
- Employees must contact the help desk and his/her immediate supervisor immediately if their assigned equipment is lost or stolen. Upon receiving the loss report, all data will be wiped from the device.
- Employees shall take reasonable care and ensure the device remains in good working order. Protective cases and screens shall be in place at all times. Malfunctions should be reported to IT promptly.
- Texting and instant messaging functionality may be used for business purposes to communicate internally (supervisor and other staff) and externally (customers/clients). Please refer to the County's Internet and Email and Cellular Phone Policies for the expectations regarding communicating via texting and/or instant messaging.
- Smart phones which are equipped with a wireless hotspot feature are for the connection of county equipment, such as tablets, and are for business purposes only.
- Employees who are issued smart phones shall take the smart phone whenever he/she is conducting County business; the smart phone will be charged and turned on. If an employee needs a car charger he/she may request one through the supervisor.

Security:

- All devices will require a pass-code to function; the phone will be configured with “auto-lock” features that will after a maximum of 5 minutes inactivity, secure the phone, requiring the pass-code for non-emergency use. The phone will be configured to enact a more stringent system lock after a maximum of 10 failed attempts to input the pass-code.
- IT will manage the security profiles and authentication process for all devices having access to the CSA network.

Personal Usage:

Please refer to the County’s Telecommunications Policy for the guidelines regarding personal usage. The County owns the phones, the rates and the contracts, which results in staff being liable for improper personal usage.

Unacceptable Uses of Smart Phones and Tablets:

As stated in County policy, harassment and discrimination of any kind will not be tolerated. Smart phones and tablets will not be used to transmit derogatory or inflammatory remarks related to a protected classification. No abusive or profane language will be transmitted. No inappropriate internet sites will be accessed. Electronic media may not be used for any other purpose that is illegal, against County policy, or that causes discredit to the Agency or the County.

This policy documents the appropriate use of electronic devices and defines misuse. Employees may be disciplined up to and including termination for non-compliance with this policy. In addition, employees must recognize that this policy cannot govern every operating circumstance. As such, employees must always use good judgment relative to the use, and report to the appropriate manager/supervisor any special or unique circumstances not encompassed by this policy.

Policy Acknowledgement:

I have read and agree to adhere to this policy. I agree to surrender any assigned device upon request from CSA Management or Human Resources. I understand and agree that the County reserves the right to delete any and all data from any device at any time.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

cc: Personnel File