

Mobile Wireless Device Policy

Ministry of SaskBuilds and Procurement
Maintained by: Operations & Service Delivery Division

Reviewed: March 2023
Next review: February 2024

Purpose

This policy aims to ensure that mobile devices for government business use are acquired, managed, and used appropriately by users.

The Government of Saskatchewan will provide cellular/wireless data devices (hereinafter referred to as mobile devices) to employees who, by the nature of their work, require access to a telephone, email, contacts, calendars and/or other electronic information while away from their office.

Whenever frequency of use does not justify an individual assignment, government-owned mobile devices should be shared or pooled to minimize the number of personal assignments.

Scope

This policy applies to Government of Saskatchewan employees directed to participate in the centralized procurement, use and administration of mobile devices and services as provisioned through SaskBuilds and Procurement. It governs the use of mobile devices, including:

- Cellular telephones.
- Devices with an integrated wireless communication capability (i.e., Smartphones such as iPhone or Samsung Galaxy, and tablets such as iPad).

This policy and associated policies noted within establish a baseline level of acceptable usage and security. Government ministries/organizations may develop and implement additional policies, standards, and guidelines for use within their organization. Those additional policies may exceed but not conflict with this policy. If there appears to be a conflict between the organization's policy and this policy, interpretation should be sought.

Policy and Guidelines

Needs Assessment

The issuance of mobile devices and services must be based on the job function and business requirements of the position. The level of user interaction dictates the best solution to be used. The following business conditions should be considered:

- Employees frequently away from their office (30+% as a broad guideline) and whose job function requires two-way communication capability (i.e., telephone, messaging) and/or access to e-mail, calendaring, contacts, or other electronic document communication.
- Employees working at multiple offices, required to be on call, on emergency response, or on other business that requires immediate access at all times.
- Employees working in situations that have the potential to become threatening to their personal safety.

Acquisition

The acquisition of all mobile devices must follow the applicable purchasing procedures.

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The purchase or upgrade of a mobile device requires the prior approval of the employee's Director or designate. This validates the business requirement and ensures the funding is in place to purchase the device and pay for the monthly service charges.

All devices should be purchased through the authorized vendor(s) as per the Standing Offer administered by the Ministry of SaskBuilds and Procurement. The Standing Offer provides discounted pricing for mobile devices and accessories.

Note: On behalf of Executive Government Ministries, the IT Division of SaskBuilds and Procurement will coordinate the purchase or upgrade of smartphone devices that will be connected to the network for email, calendaring, and contacts by submitting a request in ServiceNow. This ensures the model requested is supported in the IT environment and is legally licensed. The IT Division will maintain a record of all smartphone purchases made.

Mobile devices not requiring connection to the network and mobile device accessories (i.e., cases, chargers, batteries) can be purchased directly through the authorized vendor(s) and do not require a Service Request.

Note: These devices will not be asset tagged and will receive limited support from SBP-ITD.

All devices must be activated on the most economical voice and/or data service plans that meet the employee's business usage requirements. SaskBuilds and Procurement-Telecommunications Unit, on behalf of government, has negotiated a contract with SaskTel for the provision of discounted wireless voice and data plans. For information on government voice and data plans, contact your organization's designated Telephone Coordinator or the Telecommunications Unit.

All mobile devices are to be inventoried. It is recommended that each government organization centralize this through their designated Telephone Coordinator. The inventory list should include the employee's name (assigned user), work unit/location, device type, phone number, serial number, IMEI number, and SIM number.

To assist with this compilation, a monthly hardware asset report including all asset-tagged mobile devices is available from SBP-ITD to Ministry Service Level Coordinators. In addition, mobile device hardware reports can be requested through the authorized Standing Offer Vendor.

Acceptable Use

Mobile devices should be used cost-effectively. Where alternate lower-cost options are readily available, they should be considered. Some tips for cost-effective use are:

- Connect to a **trusted Wi-Fi network** to access your data services without incurring data charges. Use of public/untrusted Wi-Fi networks should be avoided as they are usually unencrypted, and anyone with the wrong intent can capture the information that is being exchanged. The untrusted network is the one that is freely available to anyone, e.g., at the coffee shop and does not require you to sign in with credentials.
- Track your usage with the **mySaskTel wireless app** or bookmark sasktel.com/myusage on your wireless device.

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- Add a **Travel Add-On** to save money when travelling. Add it on before you leave and remove it when you return.
- **Turn off data roaming** before you leave Canada. Your device uses data even if you aren't actively using it. You'll still be able to use your voice and text messaging services.
- Turn off applications and avoid activities that use a lot of data (i.e., streaming video).
- Limit hardware upgrades to instances that necessitate them (i.e., the device is no longer functional, and/or the device is no longer supported on the network). Upgrades should not occur simply because the device is eligible for an upgrade and/or the user wants a new device.

Employees are encouraged to use government-owned mobile devices for government business. Employees will not be reimbursed the cost of using a personal device for government business without the prior approval of their Director or designate(s). Agreements should be established to address the use of employee-owned devices for government business.

The use of text messaging is convenient for quick discussions; however, email is required for any business related to the Government of Saskatchewan that would, in turn, become an official government record.

Inappropriate Use

- Use of government mobile devices is not permitted for private commercial or consulting purposes (e.g., running a personal business or consulting on the side) or for personal use when on an extended leave from the government.
- Mobile devices must not be used to place inappropriate (i.e., obscene, harassing, or defamatory) calls, emails and/or text messages. Mobile devices shall not be used for illegal purposes.
- Mobile devices with camera functionality must never be used to take pictures of the following non-exhaustive list of prohibited situations:
 - Other people without their consent.
 - Copyright-protected material.
 - Sensitive, protected, or classified documentation.

Use of Mobile Devices While Driving

Employees driving vehicles or operating other potentially hazardous equipment are responsible for operating it safely and adhering to local laws.

Saskatchewan law prohibits all drivers from holding, viewing, using, or manipulating a hand-held mobile device while driving. Experienced drivers can use hands-free devices to make a phone call provided they are activated with voice commands or a one-touch button and are dashboard, visor or cradle mounted. New drivers, meaning anyone in a Graduated Driver Licensing program, are prohibited from using hands-free devices.

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The penalty for holding, using, viewing, or manipulating a hand-held mobile device while driving is as follows:

- **First offence** - \$580.00 fine plus four demerit points under the Safe Driver Recognition and Driver Improvement programs;
- **Second offence** within a year of being convicted of the first - \$1,400.00 fine plus an additional four demerit points plus an immediate, seven-day vehicle seizure;
- **Third offence** within a year of being convicted of the first - \$2,100.00 fine plus four more demerit points plus another seven-day vehicle seizure.

SGI administers this law under The Traffic Safety Act.

Police, fire, and emergency medical services personnel are exempt from the law while performing their duties. A driver calling 9-1-1 to report an emergency to a police service, a fire department, or an emergency medical service or to request an ambulance will also be exempt.

While hands-free devices are a legitimate option for experienced drivers, be aware that statistics show the safest of all options is to pull over, park and make your calls from the side of the road. For the safety of employees and others who share the road, the first choice should always be to stop and safely park the vehicle prior to using a mobile device to talk, text, email or surf the Internet.

Accountability

Director or Designate

Directors or designates are responsible and accountable for the acquisition, disposal, safeguarding and effective use of government assets including, mobile devices.

Each Director or Designate must:

- Authorize users to obtain and use mobile devices and services based on their business requirements as outlined in the Needs Assessment section of this policy.
- Authorize users to upgrade a mobile device only as required versus when eligible for a hardware upgrade.
- Ensure all mobile devices are inventoried.
- Ensure authorized users are informed of and accept their obligation to abide by this policy, the associated policies contained within and any other terms and conditions of usage.
- Verify monthly service provider invoices for accuracy and act promptly to correct errors.
- Monitor the utilization of mobile devices to ensure those resources are used appropriately, cost-effectively and that the user requirements are still valid. Act promptly where warranted to adjust or discontinue service plans and to correct inappropriate use.
- Act on cost-saving recommendations identified by SaskTel through optimization studies. As completed, SaskTel shares the results and recommendations of the study with the organizational Telephone Coordinator(s).

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User

Authorized users have an obligation to use mobile devices in an informed, secure, and responsible manner. As such, users must:

- Ensure that government resources are used prudently and cost-effectively.
- Comply with all local, provincial, and federal laws applicable in the area in which they are using the device.
- Use proper business etiquette when using a mobile device (see Appendix A – Mobile Device Etiquette).
- Reimburse costs incurred in personal incidental use when such use results in a billed cost to the Government (i.e., long distance charges, roaming charges). Reimbursement processes will be determined by each organization. Some exemptions may apply.
- Protect mobile devices from loss, theft, damage, and unauthorized access.
- Immediately report the loss or theft of a mobile device to their Director or designate(s) and the Information Technology Division Service Desk.
- Report security incidents to their Director or designate(s).
- Return the mobile device to their Director or designate(s) when it is no longer required (i.e. change of employment, termination, on extended leave) and/or when no longer in use (i.e. upgraded, broken).
- Arrange the deactivation of mobile devices when no longer required to avoid future charges. This includes cancellation or suspension of the service plan. Note: Mobile devices will be subject to termination charges (payout of hardware subsidy) if still under contract. Internal redeployment of the device (subject to approval) may be considered until the contract expiration date. If the device is no longer required, submit a Service Request via ServiceNow to have SBP-ITD pick up the device and properly dispose of it.

Ensure the proper disposal of all mobile devices. See [Disposal Policy](#) in related documents.

Non-compliance

Employees will be subject to a full range of disciplinary actions where there is evidence of policy non-compliance, misuse, or failure to exercise due diligence while using mobile devices. Employees will be accountable for any fines or legal action resulting from the inappropriate use of mobile devices.

Definitions

Cellular/Wireless Data Device is a mobile communication device that has a small form factor such that a single individual can easily carry it; is designed to operate without a physical connection (e.g., wirelessly transmit or receive information over a wireless service provider's network); possesses local, non-removable data storage; and is powered-on for extended periods with a self-contained power source. This includes but is not limited to cellular, smartphone and tablet devices, and Personal Digital Assistants (PDAs). It does not include wireless local area network (WLAN) devices or systems and wireless network systems known as Wi-Fi hotspots.

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SBP-ITD is an acronym for SaskBuilds and Procurement, Information Technology Division.

SIM is an acronym for Subscriber Identification Module. SIM cards are used on mobile devices to store network-specific information used to authenticate and identify subscribers on a service provider's network.

IMEI (International Mobile Station Equipment Identity) is a number, usually unique to identify mobile devices. It is usually found printed inside the battery compartment of the device. The IMEI number is used by service providers to identify valid devices on their network and, therefore, can be used to stop a stolen device from accessing that network.

Related Documents

Employees of the Government of Saskatchewan authorized to use a mobile device to carry out government business will also adhere to the following policies where applicable:¹

Information Security Policies

The Information Security Branch, within the Government of Saskatchewan, maintains and provides interpretation and enforcement of information security policies. The Government of Saskatchewan Information Security Policies are based on the ISO/IEC 27001:2013 framework for information security controls and have been reviewed by an independent third-party. This industry-standard framework specifies the requirements for establishing, implementing, maintaining, and continually improving an Information Security Management System within the context of the organization. It also includes requirements for the assessment and treatment of information security risks tailored to the needs of the organization.

This policy is in alignment with the Information Security Policies maintained by Cyber Security and Risk Management Branch, Ministry of SaskBuilds and Procurement.

If you have any questions or require more information related to information security policies, please contact: CSITInformationSecurityBranch@gov.sk.ca.

Disposal of Electronic Storage Devices Policy – SaskBuilds and Procurement/Disposal Program

The policy requires, in part:

- To establish requirements for proper disposal, transfer, and/or decommissioning of electronic storage devices and equipment containing government data. The Ministry of SaskBuilds and Procurement (SBP) is providing guidance to ensure that the government is aligned with Records Management Legislation, Information Security policy, and Privacy Legislation when disposing of electronic storage devices. Clients are responsible for ensuring devices are disposed of properly with proper approvals. The disposal procedures will

¹ In the event of a discrepancy between the policy excerpts and the actual policy, the policy takes precedence.

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depend on the type of storage device and disposal method to protect information assets in government care.

- This policy will lead to a consistent disposal experience across the government. Instead of destroying all old phones/tablets and seeing no monetary return, they can now be recycled and the funds donated to a worthy cause. The Ministry of SaskBuilds and Procurement has partnered with SaskTel's Phones for a Fresh Start program to recycle old electronic storage devices. Proceeds will go to help those fleeing domestic abuse and youth transitioning out of Ministry of Social Services care.
- This policy applies to all electronic storage devices being transferred within the Government of Saskatchewan, external to the Government of Saskatchewan, or being disposed of by any other means. The policy applies to all Government of Saskatchewan employees and contractors utilizing electronic devices storing Government of Saskatchewan data. SaskBuilds and Procurement are responsible for the secure physical disposal of electronic storage and devices. SaskBuilds and Procurement does not ensure that the disposal of the actual electronic records has met the retention policies pursuant to The Archives Public Records Management Act and Regulations.
- Electronic drive storage includes, but is not limited to, new or sealed or unused internal and external hard drives; magnetic tapes; memory cards; USB flash drive or memory sticks; blue-ray disks; compact disks (CD); floppy disks; digital video discs (DVD); photo film; videotapes (VCR, DV, etc.); audio tapes (cassette or reel to reel); microcomputer tapes; microfiche; microfilm; and/or any other recordable electronic storage.
- Equipment/devices with non-removable storage included, but not limited to, under this policy are mobile devices such as smartphones and tablets; point-of-sale credit card terminals; portable digital assistants (PDAs); vehicles; and/or any other equipment/devices with permanent non-removable storage capability.
- A standing offer to have electronic storage media destroyed by using a shredding process is in place. This process will result in total destruction of each piece of material. The shredding process is guaranteed through the issuance of a "Certification of Destruction".

Organizations required to follow *The Purchasing Act 2004* must dispose of storage media in accordance with the Government of Saskatchewan's '[Disposal of Electronic Storage Devices Policy](#)'.

- The process for asset disposal is to:
 1. Identify the item as ready to dispose of;
 2. Obtain approval to dispose of;
 3. Sanitize or wipe the storage device;
 4. Transfer to disposals in CVA or IT Division Purchasing and Asset Management Branch; and
 5. Disposals branch follows their process to sell, donate, recycle or otherwise dispose of the item.

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- Exemptions, where storage devices may be chosen to be destroyed versus wiped, can be made for clients who have determined the asset to have high-risk information, and information security may be jeopardized.
- A standing offer for shredding services can be downloaded at:
<http://www.standingoffers.gov.sk.ca/buyers/index.html>.

Notes re: Disposal

- Executive Government Ministries should return all GOS asset tagged Mobile Devices and iPad devices to the SaskBuilds and Procurement, IT Division. They will coordinate the wiping and disposal process.
- Disposal inquiries on smartphone and iPad devices can be made to the SaskBuilds and Procurement, IT Division @ 306-787-5000.
- Disposal inquiries can be made to SaskBuilds and Procurement, Disposal Program @ 306-787-2238 or 306-798-3300 or email SaskSurplus@gov.sk.ca.

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Appendix A – Mobile Device Etiquette

The use of mobile devices can be an asset, but if used incorrectly and without regard to those around you, they can be a disadvantage. Government of Saskatchewan employees are required to use business etiquette when using a mobile device. The following are to serve as etiquette guidelines; however, the underlying theme is to use common sense, practice self-awareness, respect other people and be courteous.

General

Identify yourself, and always offer a friendly greeting in the tone and manner you want to represent you and your company. Speak in a normal phone conversation voice.

Keep cellular phone calls brief and to the point.

Beware of confidential conversations within hearing range of others.

Consider the audience prior to using abbreviations and emoticons (i.e., smiley faces) in a text message, email, or instant message. Younger generations may be very comfortable using text messaging and abbreviations; however, older generations may not be as familiar.

Use professional and grammatically correct language. Even though text messages and instant messages (IM) are by nature more casual than other forms of communication, the quality of your messages still need to reflect your business and expertise.

Remember the concept of “business hours”. With so much access to so many different forms of communication, you can easily forget that not everyone works 24/7.

Meetings

As a courtesy, mobile devices should be turned off when attending formal meetings. Answering calls, emailing, or texting during meetings should be avoided unless special circumstances dictate otherwise. If subscribed, calls can be forwarded to voice mail and responded to after the meeting. If there are occasions when the device must remain activated, switch the device to vibrate or silent mode.

If you are expecting and receive an urgent call, email or text, excuse yourself from the meeting to address it. Make your absence as short as possible, return to the meeting, and refrain from making it a habit.

While Speaking with Someone

If you receive a call while speaking to a person directly in front of you, you can: a) let the call go to voice mail and respond at a better time or b) excuse yourself to answer the call keeping it as short as possible. If the call is important, ask the caller to hold for a moment, apologize to the person you are speaking with, and tell them that you must take the call

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and will get back to them later. Continuing with a call while amid a conversation with another individual conveys the feeling that they are less important than the caller and can be viewed as inconsiderate or offensive.

In public

Practice privacy in public and be aware of your surroundings. Use discretion when discussing business, sensitive and personal information in a public place. Minimize your use of the speaker phone in public, as it provides little privacy for calls.

Speak clearly and use your phone in an area with no background noise.

Watch your language, especially when others can overhear you.

Consider the physical setting and environment when using a mobile device. If necessary, find a more suitable location or continue the call at a more convenient time. As a courtesy, devices should be turned off or, at minimum, placed on vibrate or silent mode when in enclosed public places where the function will be inappropriately disrupted if the device rings or if you conduct a conversation.

Ring tones

To avoid disruption of the work of others, Government of Saskatchewan employees should refrain from using other than the standard ring tones that come with the device and keep the ring volume as low as possible. Where practical, vibrate mode should be used.

Contact Information

Telecommunications Unit
Telecommunications Manager
Ministry of SaskBuilds and Procurement
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