



Policy Type: Administrative

Category: Information Technology **Sub-Category:** Mobile Devices

Policy Name: County-Issued Mobile Processing Device Policy

Policy Owner: Technology Services and Solutions

Policy Purpose

The purpose of this policy is to define the roles and responsibilities for authorization, use, and oversight of County-issued mobile processing devices (smart phones and tablets) connected to a cellular network or the County's networks, and to define accepted practices for County-issued mobile devices.

Policy Summary

This policy applies to County-issued devices, including smart phones and tablets, that use a cellular network or can connect to any County network. These devices are collectively referred to as "County-issued mobile processing devices" or "mobile devices."

A. Procurement / Acquisition and Departmental Policy

All agency/department heads and elected officials are eligible to receive a County-issued mobile processing device.

Mobile devices may also be issued to other users based on a justified business need. Requests for mobile devices must include the name of the individual to whom the mobile device would be assigned. Requesting mobile devices for later deployment is not permitted. If business needs



require pooling of mobile devices among several departmental users, an individual in the department must be assigned and responsible for management of the pooled mobile devices. While this individual may not be the primary user, he or she will be accountable for ensuring each pooled mobile device is properly reported/maintained and returned to the pool when the business need no longer exists.

The cost of individual mobile devices, as well as the monthly service charges, are billed back to individual departments by Technology Services and Solutions (TSS). Departments must ensure all users of mobile devices have signed the Information Technology User Responsibility Statement prior to receiving a mobile device.

Departmental Implementation Plan

Each department must create and maintain an internal implementation plan that conforms to this Countywide policy and outlines department-specific items including but not limited to:

- The name and title of the department's assigned "Mobile Device Liaison," who is responsible for management of departmental mobile devices (issuance, retirement, annual certification and usage oversight).
- The criteria used to determine each user's eligibility for a County-issued mobile device, in addition to the requirements contained in this policy. Criteria should address specific business need.
- How the department will document approval and denial of mobile device requests.
- How the department will review mobile service usage, check for invoice accuracy and manage employee off-boarding (including service



termination, employee transfers and collection of mobile device); including, after consultation with Labor Relations and County Counsel, a clear statement whether mobile device usage outside of normal working hours is anticipated or expected including, but not limited to, making or answering calls, texts, or e-mails.

- The positions/titles of individuals within the department authorized to approve issuance of a mobile device to a user within the department (Departmental Approvers).
- Add-on features of mobile devices related to the user's functional area and business need that Departmental Approvers may authorize.

Eligibility Criteria

Sufficient justification exists for assignment of a mobile device only when the Department Approver determines that the requester's job requires one or more of the following:

- Significant mobility outside of County facilities and simultaneous access to the County's communications network;
- Timely, business-critical two-way communication for which there is no reasonable alternative; e.g. for on-call personnel and emergency support personnel;
- Access to a mobile device environment (infrastructure) for the purpose of developing, modifying or testing mobile applications, responsive web design or similar technologies;
 - A significant amount of time working outside of the office;



- Access to County email and calendar software while out of the office; or
 - Collection of photographic evidence via a mobile device.

Tablets Used in Place of Laptops / Desktops

Tablets may be purchased by departments through normal County end user device purchasing channels as described in the IT Asset Management: Policies, Standards and Guidelines ([\[url\]/sites/cio/service-portfolio/Pages/IT-Standards-Policies-and-Guidelines.pdf](#)). The County incurs additional cost for cellular network-enabled tablets. Therefore, cellular network-enabled tablets will be vetted through the hardware exception process by submitting a ticket to TLC. There must be an appropriate business justification for this additional cost.

B. Management

All agency/department heads and elected officials are eligible to receive a County-issued mobile processing device.

TSS centrally manages the County's various mobile device accounts, and imposes the following requirements on those devices:

- Any mobile device that is given access to County data, will require the installation of Mobile Device Management (MDM) software. This software provides a secure communications channel through which a user can access business data when on the move.
- Regardless of the technical capabilities, Information Technology (IT) Administrators do not monitor mobile device location or data stored on a mobile device. If required by court order, an IT Administrator will access only the business-related data required by the order.



County of Santa Clara

Policy Name: County-Issued Mobile Processing Device Policy

Page 5 of 10

- County-issued mobile devices are intended for County business and work-related purposes. As with access to e-mail and to the Internet, access to a mobile device is provided as a business tool; however, its reasonable, incidental use for personal purposes is acceptable, so long as such use does not interfere with performance of work duties or the operation of County information systems or networks.

Improper use of County-issued mobile devices may result in revocation of the mobile device, disciplinary action and/or additional taxable income added to the user's income. If in doubt, the mobile device user should confirm with the appropriate Department/Agency head what is acceptable.

- A user must immediately report lost or stolen mobile devices to the department Mobile Device Liaison and TSS. TSS will investigate the report and if necessary, remotely wipe and then suspend service for lost/stolen devices.
- IT Asset Management (ITAM) is the County's central team responsible for the management of hardware, including mobile devices. However, all departments utilizing County mobile devices are responsible for management and oversight of department users' adherence to County policy.
- Each department is responsible for reviewing its bills for all users for appropriateness of usage charges as determined by the department/agency head or his/her designee. Usage data can be obtained from TSS and the Department/Agency head will determine what are acceptable usage charges.
- In October of every year, ITAM will send out a list of assigned County-issued mobile devices to departments for verification of business need by



County of Santa Clara

Policy Name: County-Issued Mobile Processing Device Policy

Page 6 of 10

department fiscal administrative officers. Verification must be sent to ITAM no later than November 30 of each year.

- The replacement cycle for mobile devices (specifically cell phones) is every three years from the date of purchase. Mobile devices eligible for replacement must be returned to TSS for proper disposal. Requests for an exception to the replacement lifecycle must be based on a justified business need, not merely because of the release of newer models. Exception requests may be granted by TSS. The grant of an exception request is discretionary and subject to funding and availability of devices, and may be granted only when one or more of the following conditions exist:
 - Outdated software versions prevent security patches from being applied;
 - Demonstration of new application or capability requirements necessary for the performance of regularly assigned job duties;
 - Repair, upgrading or maintenance is more expensive (e.g., in terms of time/material) than purchasing a replacement; and/or
 - TSS's Customer Service Division determines that a model should be retired based on excessive demands for support or maintenance.



C. Oversight

TSS, particularly ITAM, and each Department are jointly responsible for management and oversight of use of County mobile devices. Alleged violations of this policy (e.g., excessive or inappropriate personal use) will be reviewed by the individual Department Head or his/her designee(s) with the assistance of the Labor Relations Department and the Office of the County Counsel and, if a violation is found, may result in revocation of the mobile device or other disciplinary action.

Procedures

To submit a request for a County mobile device or replacement of a mobile device, see the Mobile Device Wireless and/or Email Access Request form. The Mobile Device Wireless and/or Email Access Request form can be found online at
[url]
/sites/forms/it/ITCountywideForms/Mobile_Device_Activation_OWA_Request.docx

Definitions

- **“County-issued Mobile Processing Device”** means a mobile processing device designed to act on data in some way, typically through software (i.e., an application) controlled by some form of operating system. It often has a wired or wireless network interface. It may or may not contain a user interface display or data storage capability. Examples include:
 - Tablet devices
 - Smartphones
 - Hybrid devices (laptop/tablet combination)
 - Wearable devices (watches, head-mounted displays)



Within this document, the term may be abbreviated to “mobile device”.

- **“Departmental Approvers”** means a department head, elected official or authorized designee.
- **“Mobile Device Liaison”** means the person in a department or agency who is responsible for management of mobile devices issued to users in that department or agency (issuance, retirement, annual certification and usage oversight)

Frequently Asked Questions

None.

Related Policies

- E-Mail Policy - Board Policy 3.36
<https://saecommon.sccgov.org/countypolicy/Board-Policy-3.36-E-Mail-Policy.pdf>
- Internet Usage Policy - Board Policy 3.37 -
<https://saecommon.sccgov.org/countypolicy/Board-Policy-3.37-Internet-Usage-Policy.pdf>
- Fiscal Controls on Replacement and Purchase Information Technology Assets – Board Policy 4.17 –
<https://saecommon.sccgov.org/countypolicy/Board-Policy-4.17-Fiscal-Controls-on-Replacement-and-Purchase-of-Information-Technology-Assets.pdf>



- General Policy Relating to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) – Board Policy 3.40 -
<https://saecommon.sccgov.org/countypolicy/Board-Policy-3.40-General-Policy-Relating-to-HIPAA.pdf>
- Information Technology Security Policies -
<https://saecommon.sccgov.org/countypolicy/Information-Technology-Security-Policies.pdf>
- Mobile Devices -
[url]/sites/ciso/policies/Documents/Mobile%20Devices%20-%20SCC-MD.pdf
- Reimbursement of Business Use of Personal Smart or Cellular Telephones -
<https://saecommon.sccgov.org/countypolicy/Reimbursement-for-Business-Use-of-Personal-Smart-or-Cellular-Telephones.pdf>

Related Forms and Information

- Information Technology User Responsibility Statement -
<https://saecommon.sccgov.org/countypolicy/Information-Technology-User-Responsibility-Statement.pdf>
- Santa Clara County Property Loss Report Form -
[url]
/sites/forms/esa/LiabilityandPropertyInsuranceCountywideForms/Property%20Loss%20Report%20Rev.%202005-2008.pdf
- Mobile Device Wireless and/or Email Access Request -
[url]
/sites/forms/it/_layouts/15/WopiFrame.pdf?sourcedoc=/sites/forms/it/ITCo



County of Santa Clara

Policy Name: County-Issued Mobile Processing Device Policy

Page 10 of 10

countywideForms/Mobile_Device_Activation_OWA_Request.docx&action=default&DefaultItemOpen=1

History

Date	Changes Made
8/24/2018	Policy Uploaded. (Kyle Larson)
8/23/2018	Policy Adopted.