



UCL Telephony Services Mobile Telephony Policy

DOCUMENT INFORMATION

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Author:	Mike Turpin (MT)
Contributors:	Bridget Kenyon (BK), Nicola Arnold (NA), Gavin McLachlan (GM) and Gary Sawyer (GS), Iain Fowler, Rita Testa, Saravanan Victory-Shanmugam, James McCafferty
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1.1	02/01/2018	Review by the Service Owner
1.2	03/01/2017	Revised by SO to remove reference to ISD specific needs

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POLICY INTRODUCTION AND OVERVIEW

The objectives of this policy are to:

- Ensure that all of UCL's mobile phone users are adequately protected against loss, misuse or abuse, and that this service is cost-effective;
- To ensure that all users are aware of this policy statement and all associated policies, and are aware of and work in accordance with the relevant procedures and codes of practice;
- Create across UCL an awareness that appropriate usage must be implemented as part of the effective operation and use of mobile telephony technology;
- Ensure that all users understand their own responsibilities for protecting the device and its content that they handle;
- Ensure that budget holders and Departmental Heads are aware of their responsibilities in relation to mobile telephony;
- Ensure that UCL receives value for money for services pertaining to mobile telephony technologies.

This policy is aligned to the standard UCL security policy that can be found in the following link.

<https://www.ucl.ac.uk/informationsecurity/policy/public-policy/information-security-policy.pdf>

1. PROVISION OF MOBILE DEVICE FOR STAFF

- The provision of a mobile device by UCL should not be assumed for all posts irrespective of grade.
- It should only be provisioned when required to carry out the duties of a post or needed as part of the role or as agreed by the line manager of the requester.
- Contract staff are not eligible to have a UCL supplied mobile phone unless they are assigned to an operational role that requires a phone as part of the job, this is in line with IR35 Regulations.
- Where required, a shared Departmental phone can be provided to support the needs of the functions where the phone is assigned to a role and not to a specific person.
- The need to carry the phone outside of service hours to provide out-of-hours work should be agreed with the Manager.
- The need to carry the phone outside of the UK should be agreed with the Manager.
- The need to carry the phone outside of the EU should be agreed with the budget holder.

- Assigned mobile phones would have to be regularly reviewed at least every budget cycle for business need.
- Personal devices may be used for UCL business purposes and expensed where agreed with the budget holder and in line with the BYOD policies.
- Use of personal devices should be aligned to the AUP and Security Policies as defined by UCL.
- Expenses must be claimed in line with UCL's Expenses Policy (see link to Policy on website; <http://www.ucl.ac.uk/finance/expensespol/index.html>).
- The expenses should be reviewed once they become excessive.
- All requests for mobile telephony should be authorized by a Senior Manager within the Department with evidence of approval provided to Abzorb.
- Business issued mobile numbers may be presented on the Directory.

Failure to comply with this policy may result in disciplinary action being taken in line with UCL's HR policy.

2. UCL MOBILE TELEPHONY SERVICE

2.1. Charges

- 2.1.1. UCL has procured a managed mobile service from Abzorb Services Ltd. who are the supplier for all centralised mobile telephony services.
- 2.1.2. All requests for new mobile devices must be submitted via the UCL ordering portal provided by Abzorb at: <http://ucl.abzorbshop.co.uk>
- 2.1.3. It is recommended that all company mobile services are aligned to this service to maintain a centrally controlled mobile phone audit that is cost effective and auditable.
- 2.1.4. Abzorb Services Ltd are UCL's supplier for mobile services and all purchases of hardware (handsets, chargers, MiFi puck, SIMs etc.), new contracts, billing and support will be via Abzorb.
- 2.1.5. From 1 August 2014, new mobile device purchases, usage and rental charges cannot be reclaimed on expenses, paid through an invoice processed outside of ISD or charged to a UCL credit card. Contracts taken out before this date may be claimed, if approved by the School Finance Director, and if the contract is in the name of UCL. Business calls must be claimed on non-UCL equipment in line with UCL's Expenses Policy (see link to Policy on website; <http://www.ucl.ac.uk/finance/expensespol/index.html>).
- 2.1.6. When choosing a handset, users should ensure that the most appropriate handset is purchased along with a standard contract. This should be the lowest cost which will deliver the necessary functionality required for the member of staff to undertake their duties.
- 2.1.7. Handset upgrades are subject to the budget holder approval if the upgrade will incur additional costs
- 2.1.8. Handsets will not automatically be replaced at the end of a contract period, unless the handset is in some way faulty.
- 2.1.9. Overseas roaming will be switched off for all handsets and contracts as supplied and may only be switched on with approval from the relevant

School/Professional Services Finance Director. Streaming data abroad is cost intensive and any unauthorized use will be charged back to the user.

- 2.1.10. Special care should be taken when using your mobile abroad. Bolt-ons will be applied if you are an authorized international user, at a premium cost,
- 2.1.11. UCL requests that use abroad is limited to 14 days as a maximum and data streaming is kept to a minimum.
- 2.1.12. Where extended stays abroad are required for your role it will be cheaper to purchase a SIM card for that country and ISD Telephony can offer advice.
- 2.1.13. A SIM only service and / or a data only service is also available from Abzorb.
- 2.1.14. Any number that has not be used within six months will be disconnected
- 2.1.15. All issues and complaints to be discussed with the ISD voice team who will manage the supplier

2.2. Personal Use

- 2.2.1. Mobile equipment issued by UCL must be used primarily for work-related communications and activities. Inland Revenue guidance does permit an employee who has been issued with a business mobile to make private calls, but only when private use is “not significant”. (See <http://www.hmrc.gov.uk/manuals/eimanual/EIM21779.htm> for more details.)
- 2.2.2. Use of, or subscription to, premium and/or interactive mobile services using a UCL phone or UCL SIM is strictly prohibited. This includes (but is not limited to) the downloading or forwarding of ring tones, videos and mobile-TV. Call and data use will be monitored on a regular basis. Where personal use is excessive, departments may require a contribution to be made by the individual.
- 2.2.3. Voicemail should be set up and maintained always on UCL issued mobiles unless impractical due to role or other needs.
- 2.2.4. Mobile phone usage should align to the HR Policy on use of Mobile Phone devices in the workplace http://www.ucl.ac.uk/hr/docs/mobile_phones.php

2.3. Usage Monitoring

- 2.3.1. Call records for UCL provided mobile devices will be made available by the supplier to Finance and ISD Telephony Services who will have access to all call details (numbers dialed, duration, cost etc.).
- 2.3.2. Departmental Administrators, Heads of department and/or the budget holders will be able to check detailed call records for their departments in order to monitor usage and spend; individual users will also be able to check their own usage.
- 2.3.3. ISD Telephony Services will periodically check on contract performance to drive down costs and make savings on frequently used call routes, it will also be used to identify improper and excessive use.
- 2.3.4. UCL reserves the right to use location information for specific purposes, at the user's discretion.

2.4. Security

- 2.4.1. It is mandatory that all devices be protected in line with the UCL Security Policy.
- 2.4.2. Where staff changes are involved, the phone should be wiped and reissued as a new phone, not “inherited” and the manager should ensure all data has been removed prior to re-issuing the device.
- 2.4.3. Biometric security options (e.g. fingerprint login or face recognition) should be considered security options in line with Security best practices.
- 2.4.4. Data should be encryption in line with security best practices on both UCL provisioned and Personal mobile devices
- 2.4.5. Software downloads and Apps should only be installed from authorised sources (i.e. Google Play, Apple App Store, etc.)
- 2.4.6. Apps from unauthorised sources should not be installed on UCL provisioned devices.
- 2.4.7. Devices must not be “jailbroken” or otherwise altered to allow unauthorised configuration.
- 2.4.8. Email synchronization needs to be protected and in line with the UCL Security Policies.
- 2.4.9. Connecting a mobile device to the UCL network must comply with the UCL Policy on connecting equipment to the college network, whether a personal device or UCL issued device.
- 2.4.10. Users of UCL issued mobile devices should be aware that these devices may be subject to monitoring and/or seizure in the event of a security incident, in accordance with the UCL Policy.
- 2.4.11. The person to whom the phone has been issued is responsible for ensuring compliance with the above policies, and is responsible if a breach occurs.

2.5. Lost or Stolen Devices

- 2.5.1. Lost or stolen UCL issued devices must be reported to your service provider at your earliest as well as reported to ISD Telephony 24h Service Desk: 01484 405300. Please obtain a reference code for your service call.
- 2.5.2. Lost or stolen UCL SIMs in personal devices must be reported to the service provider to ensure the SIM is disconnected.
- 2.5.3. Failure to report your missing phone may result in additional charges from the service provider which may be borne by the individual device holder if immediate action was not taken.
- 2.5.4. Unwanted or mobile devices that have been replaced must be returned to ISD Telephony Services to ensure Asset Registers are updated and the correct legislative disposal procedures are followed.
- 2.5.5. Where devices are lost, UCL reserves the right to charge individuals for the cost of a new handset or any cost incurred in call charges from the date the device has gone missing.

2.6. Leavers and movers

- 2.6.1. UCL issued mobile devices must be returned when an employee leaves UCL employment.
- 2.6.2. The Departmental Administrator or other representative must inform Abzorb of any phones that have been returned to ISD and / or issued to a new person. Failure to do so will result in charges being incorrectly aligned to the right department
- 2.6.3. The DA or equivalent must inform Abzorb of all leavers and movers to ensure that the information held by Abzorb on users is current.

2.7. Driving and Operating Machinery

- 2.7.1. No person driving a vehicle (including heavy plant and industrial machinery, whether mobile or stationary in use i.e. a mobile platform or scissor lift or any situation where a distraction is likely to cause harm) is allowed to use a mobile phone in any way.
- 2.7.2. Devices must be muted or switched off in situations where concentration is paramount to safety. The telephone user has a duty of care whether the phone is UCL issued or a personal handset. It is now illegal to use a mobile phone whilst driving at all and can result in the driving license being revoked.

2.8. Where NOT to use your phone other than driving

- 2.8.1. There are some areas where devices need to be switched off; e.g. on an airplane. Unless your phone can be set to 'Airplane Mode' it should be switched off when advised to do so.
- 2.8.2. Do not take your telephone abroad or use roaming unless you have specifically cleared this with your Line Manager and Departmental Administrator.
- 2.8.3. Mobile phone usage should align to the HR policy on mobile device usage http://www.ucl.ac.uk/hr/docs/mobile_phones.php

2.9. Conduct and Responsible Use

- 2.9.1. If the area has a mandatory ban on mobile use then the phone should be turned off
- 2.9.2. Many departments/buildings have local rules regarding the use of mobile phones, and these must always be respected.
- 2.9.3. If an area is a designated mobile free area, do not use your phone, even to send messages or emails.
- 2.9.4. Recordings of any kind (audio, video or pictures) are not allowed unless it is a public area or capturing mechanical or electrical failures with equipment or you have permission or the right to photograph the subject or material.
- 2.9.5. No mobile devices should be brought on to UCL property or connected to UCL networks (including wireless) that contain inappropriate content
- 2.9.6. For users who have a UCL issued device it is your responsibility to ensure it is maintained carefully and looked after on a day to day basis
- 2.9.7. UCL accepts no responsibility for the use, repair or maintenance of personal mobile devices.

- 2.9.8. For a UCL issued device the same rules apply as for any other supplied device or tool as part of your role.
- 2.9.9. It is the responsibility of the user of the mobile phone to ensure the device is not used to harass or bully anyone, abuse, insult or attack anyone in any way, incite hatred in any form, is not used for racist or sexist activity, for chain letters or games and not used to obtain or transmit pornography or used in any criminal activity. Copyright breach of video, music, images or written word is unacceptable.