Cellular Device Policy

Objective

The purpose of this Suffolk University Cellular Device Policy is to establish procedure and process of procurement, possession, and appropriate use of University-issued devices, specifically, cell phones, smartphones, mobile hotspots and USB modems. All Suffolk University employees are required to comply with this policy.

Applicability

This policy applies to all Suffolk employees who are issued University cellular devices. It defines the minimum requirements for issuance of a device to an employee. Additionally, the use of these devices must comply with all applicable Suffolk University policies and procedures as well as State and Federal laws.

Definitions

Smartphone: A University-issued cell phone that includes a data plan for email, web browsing and applications.

Mobile Hotspot: A University-issued device that can connect multiple wireless devices at once.

USB Modem: A University-issued USB device that connects a device to the internet.

Policy

- Devices are to be used primarily for business purposes and as defined in the Acceptable Use Policy and Portable Device Policy.
- Employees are required to passcode protect their devices in accordance with the Portable Device Policy.
- For security purposes, if a device is lost or stolen, the user must immediately notify securityincident@suffolk.edu.
- Employees must comply with local laws concerning use of a device while operating a motor vehicle. Texting while operating a motor vehicle is prohibited. In addition, devices must be used hands-free
- Employees will be provided with a device, paid for by Suffolk University, for use in their employment only if they have been approved by their department head and their roles/responsibilities include one of the following criteria:
  - The employee's job involves 7X24 responsibilities, as described in the employee's job description.
  - The employee must be reachable at all times of the day and night, as described in the employee's job description.
  - The employee's job responsibilities require significant travel.
  - The employee's job functions require considerable time outside of the assigned office or work area and it is important to the University that she/he is accessible during those times.

Any exceptions require approval from the CIO. Department heads are required to annually assess whether there is a continued need for the employee to keep a University-issued device. Convenience is not considered a valid reason to issue a device.

Procedures

The University Cellular Device Policy is administered through the following procedures. These are reviewed along with the policy as needed to maintain rules of use.

Request:

- If a device is needed for an employee, contact Telecommunications at telecom@suffolk.edu. Telecommunications will assist to determine the most cost-effective plan given the business need. Once the plan is approved by the department head and ordered, Telecommunications will notify the department head or his/her designee when device arrives and assist in activation if needed.

Assignment:

- Telecommunications will assign a new phone number to the device. The University will not port over existing personal phone numbers.
- The department head must contact Telecommunications when a device is no longer in use due to an employee leaving the University, the device is no longer needed or any other reason. Devices should be returned to Telecommunications.
- The department head must contact Telecommunications if a device is transferred to another employee.

- Phone numbers will remain with the University when an employee leaves his/her position or is otherwise not using the device. Exceptions will be granted only with the prior approval of the department head and the Information Security Officer.

Ordering and Replacement:

- Telecommunications is responsible for ordering and handling replacement of all devices. Standard cases will be provided. Specialty accessory items, such as car chargers, are the responsibility of the user.

Personal Cell Phone Reimbursement:

- Employees who are not issued University devices may request reimbursement for the cost of business-related calls. Reimbursement for per-minute air-time charges is limited to the total overage charge shown on the phone bill. Expenses for minutes included in the plan will not be reimbursed.
- The employee is responsible for payment to the provider, and may submit a request to the University for reimbursement. The request must include a detailed copy of the phone bill, and must identify the individual calls for which the employee is seeking reimbursement as well as the business purpose for each call. Please note that if a wireless carrier's mailed monthly statement does not include detailed phone records, that information is available in the on line version of the statement.

International Travel with University-Issued Device

- Employees who need use of their University-issued device for business purposes during international business travel need prior approval by the department head and should inform Telecommunications prior to their trip so that Telecommunications can provide access to a Global plan. Without prior approval, employees are responsible for any international charges. Employees are encouraged to use free Wi-Fi services whenever possible.

Support :

- Users should open a helpdesk ticket with any issues pertaining to their University-issued devices by emailing helpdesk@suffolk.edu.

Violation of Policy

The University reserves the right to monitor network traffic, perform random audits, and to take other steps to ensure the compliance with this Policy. In addition, the University may require restitution for any use of service which is in violation of this Policy may lead to appropriate disciplinary action, which may include temporary or permanent restrictions on access to certain information or networks. Willful or repeated violations of this Policy may result in dismissal from the University.

Revision History

Version	Date	Responsible University Office	Approved By
1.5	12/20/13	Information Technology Services	Provost Bernard Keenan