

Mobile Wireless Device Policy

Last revised: April 2021
Next review: July 2021

Ministry of SaskBuilds and Procurement, Operations & Service Delivery Division
The policy below is for mobile device acquisition and usage.

Introduction

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 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.

Purpose

The purpose of this policy is to ensure that mobile devices for government business use are acquired, managed and used appropriately by users.

Application

This policy applies to Government of Saskatchewan employees that are 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 BlackBerry®, iPhone and tablets such as iPad)

This policy and associated policies noted within establish a baseline level of acceptable usage and security. Government 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.

Definitions

Cellular/Wireless Data Device is a mobile communication device that has a small form factor such that it can easily be carried by a single individual; 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 of time 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.

CS-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.

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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 for stopping a stolen device from accessing that network.

Needs Assessment

The issuance of mobile devices and services must be based on the job function and business requirement 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.

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 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 co-ordinate 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 CS-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 Branch, on

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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 Branch.

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 information such as the employee's name (assigned user), work unit/location, device type, device phone number, serial number, IMEI number, SIM number.

To assist with this compilation, a monthly hardware asset report including all asset tagged mobile devices is available from CS-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.
- Add a **Travel Add-On** to save money when travelling. Add it on before you leave, and remove it when you get back.
- **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. device is no longer functional; 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.

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

Public Service Commission Policy PS 1103 – Information Technology Acceptable Usage Policy [Section 1103: Information Technology Acceptable Usage Policy](#)

The policy provides, in part:

- Cellular and/or mobile computing devices are part of the Government’s information technology infrastructure and should only be used to conduct government business.
- Cellular transmissions are not secure and employees should use discretion in relaying confidential information.
- Staff authorized to use a mobile computing device to carryout government business are responsible for protecting the confidentiality, integrity, and availability of government information and information systems. This responsibility includes the device itself, information and information systems resident on the device and information systems that can be accessed from the device.
- Staff are required to use the security procedures provided with the mobile device to prevent unauthorized access to the device.
- Employees are to cover costs incurred in personal incidental use when such use results in a cost to the Government (i.e. long distance charges, roaming charges). Reimbursement includes actual charges plus PST.
- Personal incidental usage that becomes an imposition on others or burdens systems is no longer incidental, but unacceptable, and is not permitted.
- Agreements should be established to address the use of employee-owned cellular telephones for Government business.
- Employees who violate this policy will be subject to a full range of disciplinary actions.
- Note: The reimbursement process for personal use is the responsibility of each organization’s Corporate/Financial Services Area.

Information Security Policy – Mobile Device and Telework Security Policy [Mobile Device and Telework Security Policy](#)

The policy provides, in part:

The Information Security Policy is intended to help safeguard the confidentiality, integrity and availability of the government’s information and systems. It forms part of the government’s Information Security Program whose objectives are to:

- Establish a coordinated, enterprise approach to IT security across government;
- Implement modern, fit-for-use security and information protection technologies;

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

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- Ensure that data under the care of government is safeguarded appropriately; and
- Reduce the government's risk profile.

Users are bound by this policy and should understand and abide by it.

This policy applies to Ministries and "prescribed public agencies" supported by the Ministry of SaskBuilds and Procurement pursuant to *The Information Technology Office Service Regulations*. When the term "Ministry" is used in the text it means "ministry" as defined by *The Executive Government Administration Act*.

To mitigate risks associated with the use of mobile devices, appropriate security controls must be implemented. The following are the minimum controls that must be implemented.

The Information Owner must:

- develop, document and implement procedures on the issuance, usage and return of mobile devices;
- ensure that only government-owned or government-managed mobile devices are used on the government network and to store government information;
- ensure all mobile devices are inventoried;
- ensure mobile devices are returned and, where applicable, disposed of in accordance with the "[Electronic Storage Media Disposal Policy](#)".
- ensure that sensitive data on mobile devices is encrypted with approved methods;
- ensure that mobile devices are password-protected and lock automatically after a predetermined number of unsuccessful login attempts or period of inactivity;
- only allow access and storage of information that has a Security Classification of Level A on mobile devices when there is a distinct business requirement;
- ensure software to protect against malicious software is installed and maintained;
- authorize the use of mobile devices during out-of-country travel;
- ensure users are trained on the proper use of mobile devices, associated software and services, and security incident reporting;
- ensure users are informed of and accept the terms and conditions of these standards and related policies; and
- ensure all consultants and IT service provider contracts and agreements include clauses which reference this and other security standards and policies.

Users must:

- have authorization from the Ministry or agency to use mobile device(s);
- ensure that mobile devices in his or her care are only accessed by those authorized to do so;

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- ensure that mobile devices are password-protected and the password applied in accordance with the Access Control Security Policy and Standards;
- ensure that mobile devices are not left unattended;
- protect mobile devices from loss, theft, damage and unauthorized access;
- ensure that information that has a sensitivity of Level A is not accessed by or stored on mobile devices unless s/he has received explicit authorization from the Ministry and the Information Owner to do so;
- ensure that all sensitive information transmitted by or stored on mobile devices is encrypted by approved methods;
- backup information stored on all mobile devices in accordance with Ministry standards and policies;
- ensure that information that cannot be stored on the Ministry shared network drive must be saved to media, encrypted by an approved method and transported and stored securely;
- ensure that data on mobile devices are not the only copies that exist;
- ensure that only software authorized for use on the government network is installed;
- ensure that software is installed only by those authorized to do so;
- ensure that sensitive information is not accessed while using mobile devices in a public place (e.g. coffee shop, airport, park); and
- immediately report the loss or theft of a mobile device to the user's supervisor and the Information Technology Division Service Desk.

Electronic Storage Media Disposal Policy – SaskBuilds and Procurement/Disposal Program

Electronic Storage Media Disposal Policy

The policy provides, in part:

- All permanent or temporary electronic storage media must be removed from owned equipment before equipment is transferred outside of the Provincial Government or disposed of in any other means.
- Electronic storage media being transferred within the Provincial Government must be sanitized using a secure media eraser approved by the IT Division of SaskBuilds and Procurement. Ministries are responsible for the appropriate storage, handling and disposal of all electronic storage media in their care.
- Government owned electronic storage media or equipment/devices containing non-removable electronic storage media must be destroyed using a shredding process.
- Individual ministries and agencies are responsible for maintaining all required records relating to the disposal of electronic storage media.
- Electronic storage media includes: computer hard disk drives (HDD); memory cards; USB flash drive or memory sticks; compact disks (CD); floppy disks; digital video discs (DVD);

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photo film; video tapes (VCR, DV, etc); audio tapes (Cassette or reel to reel); microcomputer tapes; microfiche; microfilm; any other recordable electronic media.

- Equipment/devices with non-removable storage media includes: cellular phones with internal data storage; iPads; Blackberries; point-of-sale credit card terminals; portable digital assistants (PDA's); any other equipment/devices with permanent non-removable media 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".

Further information on the standing offer and disposal process can be obtained by contacting the SaskBuilds and Procurement, Disposal Program @ 306-787-2238 or 306-798-3300 or email SaskSurplus@gov.sk.ca.

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 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.

Responsibilities

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 on the basis of their business requirement 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.

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- 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).
- Ensure the return of mobile devices when no longer required by the employee (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 CS-ITD pick up the device and properly dispose of it.
- Ensure the proper disposal of all mobile devices. Organizations required to follow *The Purchasing Act 2004* must dispose of storage media in accordance with the Government of Saskatchewan "**Electronic Storage Media Disposal Policy**".
 - The policy authorizes direct disposal by shredding of all electronic storage media including cellular, smartphone or similar devices as described in the policy in a manner also described in the policy. A Community Donation posting is no longer required for cellular, smartphone or similar devices that have stored media (information) as referenced in the policy document.
 - The current disposal method is to:
 - Remove and recycle the battery at an appropriate battery recycler or wireless vendor that offers battery recycling.
 - Remove/wipe (if possible) any storage information from the mobile device prior to sending the device to shred.
 - Shred the mobile device. 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 asset tagged smartphone and iPad devices to the SaskBuilds and Procurement, IT Division. They will coordinate the wiping and disposal process. Cellular phones are excluded.
- 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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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 that are applicable in the area in which they are using the device.
- Understand and abide by the Government of Saskatchewan's '**Information Security Policy**' and '**Information Technology Acceptable Usage Policy**'.
- 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).

Disciplinary Measures

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 inappropriate use of mobile devices.

Use of Mobile Devices While Driving

Employees that drive vehicles or operate other potentially hazardous equipment are responsible for operating it in a safe manner and for 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 providing 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 completely prohibited from using hands-free devices.

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Effective February 1, 2020, distracted driving fines more than doubled and repeat offenders will pay even more.

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 program.
- **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.

SGL 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, 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.

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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 are still a reflection of 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 to, 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 and return to the meeting. Don't make 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, give your apologies to the person you are speaking with, and tell them that you must take

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the call and will get back to them later. Continuing with a call while in the midst of 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 should keep the ring volume as low as possible. Where practical, vibrate mode should be used.