

HOWARD UNIVERSITY POLICY

Policy Number: 700-004
Policy Title: HOWARD UNIVERSITY OFFICIAL MOBILE DEVICE POLICY
Responsible Officer: Chief Operating Officer
Delegated to Executive Director, Enterprise Technology Services
Responsible Office: Office of the Chief Operating Officer
Delegated to Enterprise Technology Services
Effective Date: December 6, 2013

I. POLICY STATEMENT

To ensure the responsible stewardship of its resources in compliance with federal and state tax rules, it is the policy of Howard University (“the University”) to govern the use of mobile device technologies, such as mobile phones, smart phones, laptops, and tablets that are issued to employees for business purposes. This policy defines eligibility requirements for the receipt of University-issued mobile devices, and applies to all employees in all units of the University.

Mobile device technologies, as a University resource, shall be deployed for business purposes to serve the interests of the University. The business use of such devices by an employee shall be for the benefit of the University and not for the convenience of the employee.

This policy is implemented by Enterprise Technology Services for the Chief Operating Officer. A governance officer will be designated to maintain, monitor, enforce, and clarify the policy.

II. RATIONAL

The University’s exemption from federal and state taxes presumes that mobile devices are primarily for business and not personal use. Therefore, mobile device purchases and contracts where the University is the official billing entity shall be approved only for those situations where the device will be used solely for University business.

Annual reviews of the business purpose and associated devices will be performed to assure that the policy supports the conduct of University business.

III. ENTITIES AFFECTED BY THIS POLICY

This policy applies to all employees of Howard University and Howard University Hospital, including all units, departments, schools and colleges, centers, clinics, and programs.

IV. DEFINITIONS

For the purposes of this policy, the following definitions are used:

- A. **Abuse** – frequent use of University-issued mobile devices for non-university purposes will be considered abuse and a violation of this policy.
- B. **Broadband** - the wide bandwidth characteristics of a transmission medium and its ability to transport multiple signals and traffic types simultaneously.
- C. **Departmental Phones** – Any University-issued mobile device provided to a department that can be used by individuals within the department for defined on-call situations, such as for travel or special events. In such instances, the requesting manager will be held accountable for the departmental phone.
- D. **Enterprise Technology Services (ETS)**, formerly Information Systems and Services (ISAS) - the University’s centralized Information Technology (IT) department and primary “owner” of University telecommunications.
- E. **Mobile Device or Smart Device** (also “handheld device,” “handheld computer,” or simply “handheld”) - a small, handheld computing device, typically having a display screen with touch input and/or a miniature keyboard and weighing less than 2lbs. Samsung, Apple, HTC, LG, Research in Motion (RIM) and Motorola Mobility are just a few examples of the many manufacturers producing these types of devices.
- F. **Smartphone or Smart Phone** - a mobile phone built on a mobile operating system, with more advanced computing capability and connectivity than a feature phone.
- G. **Tablet** - a mobile computer that is primarily operated by touching the display screen.
- H. **Technology Resources** - Any and all computer or electronic resources that are used in the search, access, acquisition, transmission, storage, retrieval, or dissemination of data.
- I. **Telephone or Phone** - a telecommunications device that permits two or more users to conduct a conversation when they are not in the same vicinity of each other to be heard directly
- J. **User** - Any person authorized to access and use University information technology resources.

V. POLICY PROCEDURES

A. Mobile Device Eligibility

There are some roles within the University that may require the use of a mobile device on a day-to-day basis. There are other roles that may require the use of a mobile device temporarily for a special event or project, and other roles that do not require a mobile device at all. This

policy establishes guidelines to assist cabinet officers as the primary decision-makers. It supersedes any current policy or practice.

1. The following employees are eligible to receive University-issued smart phones, smart devices, and/or broadband cards:
 - Cabinet officers and their respective executive assistants
 - Vice presidents
 - Deans
 - Associate deans
 - Howard University Hospital Executive Leadership
2. The following categories of employees may be considered “essential personnel” who are eligible to receive University-issued smart phones, smart devices, and/or broadband cards with cabinet officer approval:
 - Directors
 - Associate directors
 - Department chairs
 - Physicians
 - Managers
3. Any employee that does not meet the eligibility criteria above is eligible to receive a University-issued smart phone, mobile device, or broadband card with approval of their respective cabinet officer. The costs of such device(s) and ongoing fees are subject to be charged back to the respective department. These employees must meet one of the following three conditions:
 - a. Employees whose job responsibilities regularly require them to make or receive calls and/or download or access data outside of their normal working hours;
 - b. Field service or maintenance employees who do not regularly work in an assigned office, and who need to make or receive calls throughout the work day, or;
 - c. Employees who have an assigned office, but who spend a significant amount of time away from that office and need to make or receive calls during these periods.

B. Departmental Phones Qualification Process

Departments can receive University-issued smart phones or other devices with the approval of the department’s cabinet officer and the Office of the Provost. Phones and devices will be assigned to the respective department head, who is accountable for the usage and responsible for the return of the phones/devices.

C. Approvals and Controls

ETS must approve all mobile device purchases and contracts where the University is the official billing entity. Mobile phone service plans shall be selected to reflect the estimated business use, i.e., service minutes, service cost, service coverage, and partnership with the University. Contracts should be reviewed on an annual basis and adjusted as necessary, to reflect business use.

D. Audit Procedures

ETS will audit usage and wireless plans monthly and make recommendations to departments, as necessary. In cases where usage exceeds reasonable expectations, the owner's department head/manager of the wireless unit will be notified and modifications will be made to the calling plan if necessary.

Abuse of mobile device privileges can result in revocation of phone privileges and possible disciplinary action. In cases where abuse is found, the user will be issued a warning. In cases where abuse persists, the device or devices will be deactivated with notification to the owner's department head/manager.

E. Mobile Device Assets

All University-issued phones are assets of the University; the designated user of the device or department head/manager is required to return any surplus or unneeded device to ETS. Human Resources (HR) must inform ETS of all employee separations or departmental changes. If a device is lost or stolen, the user is responsible for immediately notifying the department head and the ETS Help Desk at (202) 806-2020 or helpdesk@howard.edu. The user must file a *Lost or Stolen Property Report* with the Howard University Department of Public Safety. Devices that have been reported lost or stolen will be exempt from the provisions of this policy.

F. Acceptable Wireless Usage

Wireless telephones should not be used when less costly alternatives are readily available, safe and convenient. Airtime usage whose patterns dictate more extensive airtime communications will be periodically reviewed and adjustments will be made as necessary to accommodate the appropriate wireless usage pattern of these clients.

G. Zero Usage Devices

Zero usage devices will be disconnected after three (3) consecutive months of zero usage. It is the department's responsibility to notify the ETS Telecommunications Unit when a device is no longer needed and should be deactivated.

H. International Travel

To ensure uninterrupted travel abroad, it is mandatory that users notify the ETS Telecommunications Unit at least five (5) business days prior to the international travel date.

Please be advised that roaming charges may apply for some intended destinations. The international charge for wireless phone service in most countries is higher than originating a domestic call.

If non-eligible employees must travel internationally on behalf of the University, they are eligible to receive a University-issued “loaner” device from ETS for the duration of their international travel with the approval of their respective cabinet officer. The employee is expected to return the device to ETS within 2 business days of arrival to campus.

I. Upgrading of Devices

When a device is no longer working effectively and is beyond the period for being eligible for an upgrade by the carrier, the user can contact ETS to receive an upgraded device.

J. Responsibilities of the University and User, Security and Proprietary Information, Acceptable Use and Email Communications

Every member of the University community that uses a smart phone, laptop, tablet or other mobile device is responsible for the University data stored, processed and/or transmitted via that device, and has the responsibility for following best practices in protecting that information. Users should consult 700-002 *Acceptable Use* and other policies for guidance.

VI. INTERIM POLICIES

There are no interim policies.

VII. SANCTIONS

Howard University will handle reports of misuse and abuse of information and technology resources in accordance with existing policies and procedures issued by appropriate authorities. Depending upon the individual and circumstances involved, this may include the Office of Human Resources, a dean or departmental manager, the Office of the General Counsel, and/or appropriate law enforcement agencies.

VIII. WEBSITE ADDRESS

Howard University Policy website: www.howard.edu/policy

Other related policies:

700-001 *Social Media Policy*

700-002 *Acceptable Use of University Information Resources, Data and Communication Services Policy*

700-003 *Password Security* and related *Waiver*