

Mobile Devices Policy

<i>Item</i>	<i>Description</i>
Policy description	<i>Guidelines to ensure that mobile devices are deployed and used in a secure and appropriate manner.</i>
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Revision History

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26 September 2014	2.0	IT Services & Records	Alignment of content with OFS standards and applied new style template
1 June 2015	3.0	Service Desk	Major update to policy reflecting outcomes of Mobile Device Review
5 June 2017	3.1	Wayne Gale, Director ICT	Annual review including reflection of new hybrid devices.
Date closed	<i>[to be filled in when document is closed or superseded]</i>		

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Policy overview

Scope and purpose of this policy

This Mobile Devices Policy is intended to provide a guide to the proper deployment and use of mobile devices by Legal Aid NSW staff. This policy is designed to ensure that mobile devices are protected from security and other threats that may cause loss or damage to Legal Aid NSW and to inform staff of their responsibilities and obligations with respect to the proper use and support of mobile devices.

Applicability and target groups

This policy applies to all employees, contractors, consultants, temporary and other workers, including all personnel affiliated with third parties that maintain a mobile device on behalf of Legal Aid NSW. This includes all Agency business units and corporate employees. Managers should ensure that all relevant staff members know about this policy and how to apply it.

Devices covered by this policy include mobile phones, tablet computers, laptop computers, hybrid computers and similar devices. This policy applies to devices issued and owned by Legal Aid NSW as well as personally owned mobile devices approved for connection to the Legal Aid NSW network or services.

If anything in this policy is unclear, or you are unsure about how to apply the policy, contact the person listed on the cover page of this policy.

Legislative environment

This policy takes into account the Workplace Surveillance Act 2005, Privacy and Personal Information Protection Act 1998 and the Government Sector Employment Act 2013.

Definitions and abbreviations

Application – Computer software designed to assist end users to carry out useful tasks. Examples of applications may include the Microsoft Office suite of products or smartphone applications such as Google Maps.

Bring Your Own Device (BYOD) - Any electronic device owned, leased or operated by an employee or contractor of Legal Aid NSW which is capable of storing data and connecting to a network, including but not limited to mobile phones, smartphones, tablets, laptops, personal computers and netbooks.

Data - Any and all information stored or processed through a BYOD. Legal Aid NSW's data refers to data owned, originating from or processed by Legal Aid NSW's systems.

Device hygiene - BYOD must have appropriate and up-to-date 'hygiene' solutions installed. Device hygiene includes anti-virus, anti-spam and anti-spyware solutions.

Personal information – 'Personal information' is defined by s 6(1) of the *Privacy and Personal Information Protection Act 1988 (NSW)*:

Information or an opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Wipe – A security feature that renders the data stored on a device inaccessible. Wiping may be performed locally, via an MDM product, or remotely by a network administrator.

Monitoring, evaluation and review

This document is to be reviewed every 12 months. The last review was 15 March 2017. See cover page of this policy for more information about changes to the policy since its release.

Further information, additional resources & associated documents

This policy should be read in conjunction with the Legal Aid NSW [ICT Acceptable Use Policy](#), the Legal Aid NSW [Policy on use of Internet and Email](#), the Legal Aid NSW Policy on Allocation of IT Equipment, the [Legal Aid NSW Code of Conduct](#), Legal Aid NSW Authentication Standard, Legal Aid NSW Encryption Standard and the [Legal Aid NSW Information Security Policy](#).

OFS-2015-05-NSW Government Digital Information Security Policy has been considered in the preparation of this policy.

Department of Premier and Cabinet Circular [C2016-04-Information Security Policy for Ministers, Ministers' Staff, Department Secretaries and Senior Executives Travelling Overseas](#) is also relevant for Senior Executives travelling overseas with mobile devices.

Depending on the circumstances, non-compliance with this policy may constitute a breach of employment or contractual obligations or misconduct under the Legal Aid NSW Code of Conduct.

1 Use of Mobile Devices

Overview

The use of mobile devices to access Legal Aid NSW information and services will be restricted to eligible employees and devices. Approval for employees to use mobile devices must be in accordance with the Policy on Allocation of IT Equipment.

Employee access to Legal Aid NSW systems and information resources using mobile devices must be authorised in advance.

Employees will be required to sign a user agreement acknowledging their acceptance of the conditions of use for mobile devices and their agreement to comply with Legal Aid NSW policies governing mobile devices.

Personally Owned Devices

In limited circumstances, Legal Aid NSW may authorise the use of personally owned/bring your own mobile devices (BYOD) to connect to Legal Aid NSW networks or information resources.

The following applies to all personally-owned mobile devices approved for connection to the Legal Aid NSW network, in addition to all other requirements under this policy:

- Personally owned devices must be individually authorised by the respective section Director or delegated Senior Manager and the Director Information and Communications Technology
- Legal Aid NSW may restrict approval to the use of specific devices and operating software release levels
- Except by written agreement, Legal Aid NSW will not provide support, advice or consulting services for personal mobile devices
- Device owners are responsible for the security and protection of their devices and Legal Aid NSW takes no responsibility for any damage to or loss of the device.
- All costs associated with the use of a personally owned device will remain the sole responsibility of the device owner. These include, but are not limited to, voice or data charges, software or application acquisition fees and support or insurance costs.
- To protect Legal Aid NSW information, once approved for access to the Legal Aid NSW network, personally owned mobile devices cannot be shared with or loaned to any other person at any time including family, friends and other Legal Aid NSW staff.
- The owner accepts that Legal Aid NSW may wipe the device as per Section 2 Protecting Legal Aid NSW Information, the Legal Aid NSW Information Classification and Handling Guideline and the Legal Aid NSW Information Security Policy. In these circumstances all data including personal data held on the mobile device will be lost. The owner is responsible for ensuring they backup their own personal data regularly and will indemnify Legal Aid NSW for the loss of any personal data that may result.
- If a device owner leaves Legal Aid NSW employment or if they dispose of the device, the device must be provided to the Service Desk for checking and removal of all Legal Aid NSW data. You may be present at the time the device is manually checked.

2 Protecting Legal Aid NSW Information

Legal Aid NSW information stored on mobile devices remains the property of Legal Aid NSW.

Standard features to encrypt information stored on mobile devices must not be deactivated.

Passcodes and passwords for accessing mobile devices must not be written down or recorded.

Mobile devices must be configured to require:

- User authentication prior to accessing the device
- Re-authentication after a defined period of inactivity.

Legal Aid NSW data on mobile devices must not be backed up to any location outside of the Legal Aid NSW network environment including personal computers and cloud service locations.

Legal Aid NSW reserves the right to:

- Restrict mobile device access to devices that are supplied, configured or otherwise managed by Legal Aid NSW
- Modify the configuration (including the addition or removal of software) of managed devices without notice to the user
- Revoke employee and/or mobile device authorisations without notice
- Remotely wipe or otherwise disable the device to protect Legal Aid NSW information
- Determine which information services can be accessed from mobile devices and the level of information that can be accessed.

3 Mobile Device Configuration & Management

All Legal Aid NSW issued devices must be configured as per a standard operating environment (SOE) build.

Staff must not install unapproved applications. Any applications found to be installed on a device which are unapproved may be removed at the discretion of IT Services & Records without warning.

All device operating systems (OS) must be patched to the latest stable vendor issued release.

Mobile devices must not be modified beyond the official vendor software release such that it provides access to functionality not intended to be exposed to the device user by the vendor or manufacturer.

Legal Aid NSW mobile devices may be supported by a Mobile Device Management (MDM) system. The MDM will provision and control access to agency developed and/or commercially available mobile applications used in business settings. The MDM will also allow Legal Aid NSW to monitor application performance and usage, and remotely wipe data from the device.

When directed, Legal Aid NSW issued devices must be enrolled to use the Mobile Device Management (MDM) system before they can access Legal Aid NSW data and applications.

4 Private Use of Official Devices

Legal Aid NSW owned mobile devices are issued to staff for the purposes of official use only. Private use of Legal Aid NSW owned mobile devices is restricted to incidental and limited use.

In addition, the streaming or downloading of video and audio files over the Telstra mobile data network and the Legal Aid NSW wifi network is prohibited at any time unless work related. Limits on mobile data usage will still apply to any work related use for these purposes.

Downloading of audio and video data over non-Legal Aid wifi networks is permitted provided that the usage otherwise complies with the *Policy on Use of Internet and Email*.

5 Mobile Data Usage

Legal Aid NSW issued mobile devices may be provided with mobile data access through mobile data networks. Where mobile data access is provided, fixed individual data limits apply each monthly billing period which would normally be more than sufficient to cover official use. Legal Aid NSW may incur significant excess data charges when these allocations are exceeded by any individual in any given monthly billing period. Legal Aid NSW may suspend mobile data service on a device for the remainder of the billing period where an individual limit has been exceeded.

Legal Aid NSW reserves the right to recover excess data charges from individuals where the amount incurred by the individual exceeds \$20 in any given billing period. Mobile data access on the individual's mobile device may be suspended until excess data charges are paid.

The Service Desk will provide guidance to staff on how to monitor their mobile data allowance and will endeavour to notify staff when they approach their allocated data limits where that notification is provided by the mobile data provider.

6 Reimbursement of Private Usage

While incidental and limited private use of an allocated mobile device is permitted, staff are required to reimburse Legal Aid NSW the full value of all private usage where that private usage is \$10 or more in any statement period. To limit administration costs, private usage totaling under \$10 in a statement period will not be recovered.

Staff who have an allocated mobile phone will receive a mobile device statement from Telstra each month. Staff are required to review this statement and identify:

- Any unexplained charges
- Identify and highlight any private usage including phone calls, SMS, data usage and other transactional charges

Where identified private usage totals \$10 or more staff must reimburse the full amount of the private usage to Legal Aid NSW. The method for reimbursement will be provided to staff in the email which accompanies the mobile device statement.

Periodic audits are conducted to ensure that staff are reimbursing Legal Aid NSW for private usage as required by this policy.

7 Physical Security of Mobile Devices

Staff must exercise care when using mobile devices at all times, particularly in public places and other locations outside Legal Aid NSW premises.

Mobile devices must not be left unattended in any location where theft is a possibility including court rooms, interview rooms, meeting rooms, hotel rooms and conference centres. Mobile devices must never be left unattended in motor vehicles except where secured out of view in the vehicle boot.

Staff are encouraged not to leave their mobile devices unattended on desks or visible elsewhere when leaving work for the day. The mobile device locking feature must always be activated immediately when leaving mobile devices unattended.

If a device is lost or stolen this must be immediately reported to the Service Desk. Staff must also report stolen devices to the NSW Police and a reference provided to the Service Desk. A full wipe of the device will be immediately performed. Staff will also be required to report stolen or lost devices to the appropriate authority and to provide written confirmation of this report.

8 Use of Mobile Devices Overseas

Staff must contact the Service Desk for advice well in advance (at least five working days) of any planned international travel if a mobile device, including a privately owned mobile device with BYOD access, is planned to be taken overseas. Permission may be refused for Legal Aid NSW mobile devices to be taken to certain high-risk countries. In such situations the Service Desk will provide clean devices for staff to use when visiting high-risk countries if access to email and other Legal Aid NSW services is required.

9 Occupational Health and Safety

Staff are responsible for ensuring that their use of mobile devices is in accordance with Occupational Health & Safety guidelines. Staff must also ensure that their use of mobile devices is in accordance with NSW and Commonwealth government legislation, for example, the *Motor Traffic Act*.

Legal Aid NSW is not responsible for any fines incurred by staff or accidents involving staff where these result from the improper use of mobile devices.

10 Roles and Responsibilities

Director Information and Communications Technology

The Director Information and Communications Technology is responsible for authorisation to issue the devices.

Director

The relevant Director or delegated Senior Manager is responsible for approving a staff application for mobile phones and tablets.

Information Security

IT Services and Records is responsible for monitoring and maintaining the approval register.

Service Desk (Asset Management)

The Service Desk is responsible for purchase, issuing and disposal of Legal Aid NSW owned and issued mobile phones and tablets.

Service Desk (Support)

Service Desk staff are responsible for configuration, support and wiping of Legal Aid NSW issued mobile devices and wiping of BYOD devices on approval by the Director Information and Communications Technology.

11 Key Performance Measures

This policy's effectiveness is measured by the following Key Performance Measures:

- Accurate Approval Register of issued devices
- Accurate Maintenance of ICT Asset Register

12 Compliance

Compliance to this policy is mandatory. Deliberate breach or circumvention of Legal Aid NSW policies may result in the organisation undertaking a disciplinary investigation and appropriate remedial or disciplinary action in line with the Government Sector Employment Act 2013 (NSW).

Appendix – Mobile Device User Agreement

I acknowledge and agree:

- That I have been made aware of and understand Legal Aid NSW policies in respect of mobile devices.
- That my use of mobile devices is governed by, and that I will comply with, Legal Aid NSW policies and the Code of Conduct.
- That I will comply with any future variations of this policy that I am advised of, or relinquish use of my mobile device for accessing Legal Aid NSW services.
- That I will comply with Legal Aid NSW instructions relating to the configuration and use of mobile devices, including but not limited to the installation and configuration of the Mobile Device Management (MDM) client, the installation or removal of software and device security configurations.
- To release, discharge and hold harmless, Legal Aid NSW, its officers, directors, employees, agents and representatives, past and present, from and against any and all claims, suits, liability, judgments, costs and expenses (collectively, "claims") including, but not limited to, claims involving data loss, property damage, hardware loss and/or theft of the devices listed above, regardless of whether the devices are personally owned or procured by Legal Aid NSW.
- To take all reasonable steps to protect the physical security of mobile devices and to prevent unauthorised individuals including family and friends from accessing Legal Aid NSW information stored on or accessible via mobile devices.
- That I will not write down or otherwise record any passcodes or passwords used to access the mobile device.
- To always lock the mobile device immediately whenever leaving it unattended.
- To immediately report the loss or theft of mobile devices to the Legal Aid NSW Service Desk.
- That Legal Aid NSW issued devices are for official use only and private use is restricted to incidental and limited use.
- That any mobile data usage in excess of the monthly individual limit will incur excess usage charges which will need to be repaid where those charges exceed \$20 in any given billing period.
- That the mobile data service on a mobile device may be suspended for the remainder of the billing period once the monthly individual limit has been exceeded.
- To reimburse Legal Aid NSW the full value of all private usage on the mobile device where that private usage is \$10 or more in any statement period.
- To permit Legal Aid NSW to:
 - Revoke mobile device access to Legal Aid NSW services
 - Modify device configurations (including the addition or removal of software)
 - Remotely wipe or otherwise disable devices in order to protect Legal Aid NSW information.
- That I will apply operating systems and application software patches to mobile devices in a timely manner when notified or following Legal Aid NSW advice.
- That I will ensure that the mobile device's operating system or user interface is not modified, such that it provides access to functionality not intended to be exposed to the device user by the vendor or manufacturer.

- That I will not take mobile devices (including personally owned mobile devices with BYOD access to the Legal Aid NSW network) outside of Australia without seeking advance advice from the Service Desk.

In respect of personally owned mobile devices, in addition to the above, I agree:

- That I will enable software update notification for mobile devices, where available.
- To meet all costs associated with the use of personally owned mobile devices.

By signing below, I understand, consent to, and will abide by the terms of this agreement:

Applicant's Name		
Mobile Device Serial Number/ID		
Applicant's Signature		
	(Signature)	(Date)