Luke A. Bronin
Mayor

POLICY NO: **013**

DATE: **February 1, 2018**
DISTRIBUTION: **Affected Personnel**
SUBJECT: **Mobile Devices**

I.   PURPOSE:

The purpose of this memorandum is to establish the City's policy regarding mobile devices. This policy is intended to assist users in gaining the greatest benefit from mobile devices while balancing associated costs and security risks.

II.   RESPONSIBILITY:

It shall be the responsibility of all City personnel to comply with these provisions.

III.   IT IS THE POLICY OF THE CITY OF HARTFORD:

i.   To support the use of mobile devices where they will enable users to communicate easily and work efficiently.

ii.   To support the acquisition and use of mobile devices subject to the following restrictions:

   i.   The user must demonstrate a legitimate business use for the device.
   ii.   Device purchases must be approved by the user's Department Head. Requests must be accompanied by the appropriate budget codes for payment.
   iii.   Device purchases must be made in compliance with the City's procurement policies and ordinances.
   iv.   If new devices are added and associated services are not covered in the current year budget, the requesting department is responsible for providing the appropriate budget codes for payment of one-time and ongoing services for those devices.
   v.   All use of mobile devices must be in accordance with the City's Information Technology Resources policy, Ethics policy, and other applicable policies, ordinances and laws.
   vi.   MHIS will not connect personally owned devices to the City's system for email, calendar and contacts in order to exclude personal devices from Freedom of Information Act discovery laws.

vii. Smart Phones
  i. In addition, because of the frequency of loss and theft, smart phones must support management through a central console. Practically, this means that MHIS will provide iPhone devices; an Android management console is not available
viii. iPads
  i. The Apple iPad can be a useful tool for workers to avoid the cost and physical encumbrance of a full-sized laptop. MHIS supports the use of these devices for mobile workers. Because Wi-Fi coverage is available in all schools, libraries, and most municipal buildings, iPads need only have Wi-Fi capability; iPads with 3G cellular service will be reserved for highly mobile staff.
ix. Ownership
  i. Users are reminded that all mobile devices issued by the City are property of the City of Hartford and must be surrendered when the user leaves the City's employment. Information contained in a City mobile device is also property of the City, and may be subject to FOI and/or discovery during litigation.
x. Roaming
  i. The term roaming refers to the extension of connectivity service in a location that is different from the home or registered location for a mobile device. Roaming fees are charged on a per-minute or per kilobyte basis and are typically determined by a service provider's pricing plan
xi. Procedures
  i. Use of a City-owned mobile device is restricted to the home area unless the following items are submitted to the MHIS Help Desk in writing:
    1. Written supervisory approval/request to activate "Roaming" for the stated account.
    2. Planned travel start and end dates.
    3. Budget codes to which any resulting charges will be allocated.
  ii. If you do travel, use Wi-Fi when available. Wi-Fi is available in many international airports, hotels, and restaurants to browse the Web or check email.
xii. Unauthorized charges
  i. If the user takes the mobile device out of the home area and unauthorized roaming charges are incurred, the Department or the user is responsible for reimbursing the City.
  ii. Current Verizon Wireless roaming rates vary. Before your trip, visit http://businessportals.verizonwireless.com/international/traveling_to/index.html and select your destination to familiarize yourself with voice, data, and text messaging rates.
  iii. By far the most expensive roaming charges are incurred from data transfers. While traveling, it is best to refrain from streaming or downloading videos, music, and photographs. For tips on how to view file sizes and track number of megabytes received and sent via a mobile device, contact the Help Desk at 860-757-9411.