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Urgent Care 24

Mobile Device Policy

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1.0 POLICY STATEMENT

Urgent Care 24 is committed to minimising security risks to all employees. It is acknowledged that the provision and use of mobile communication devices are only one of a range of mechanisms that can improve security and a sense of safety for employees. This policy is intended to be implemented in line with the Information toolkit requirements 10-314.

Urgent Care 24 also acknowledges the importance of effective communication and the role that mobile communication devices play in this.

2.0 AIMS AND OBJECTIVE

This policy is designed to provide clarity regarding the provision and use of mobile communication devices to employees of Urgent Care 24.

3.0 SCOPE

It applies to all Urgent Care 24 employees, Associates, temporary or agency staff, contractors, volunteers, students and any other employees who have been issued with an Urgent Care 24 mobile communication device.

4.0 COMPLIANCE WITH POLICY

All employees issued with a mobile communication device are expected to have read and understood and to comply with the contents of this policy. Failure to do so may result in disciplinary action.

5.0 ROLES AND RESPONSIBILITY

The following specific duties and responsibilities apply within Urgent Care 24.

5.1 Urgent Care 24 board

The Urgent Care 24 board is responsible for effective risk management practices and for ensuring that Urgent Care 24 complies with its statutory obligations.

5.2 Managing Director

The Managing Director has overall responsibility for ensuring compliance with legislation and for ensuring the effectiveness of the policy.

5.3 Information Management and Technology Manager

The Information Management and Technology department is responsible for approving and monitoring the effectiveness of the policy.

5.4 All Directors

Directors are responsible for the implementation of this policy within their departments.

5.5 The IT Department

The IT department is responsible for maintaining and updating the database of all Urgent Care 24 mobile communication devices, in conjunction with all Line Managers. The IT department is responsible for the procurement of all new mobile communication devices and for dealing with faulty, lost or stolen devices.

5.6 Line Managers

The Line Manager is required to identify employees that may need access to a mobile communication device. Line Managers are also required to monitor appropriate usage of these mobile communication devices in line with this policy.

5.7 Chief Finance Officer

The Chief Finance Officer is required to approve expenditure on hardware and monitor accumulating costs.

5.8 Employees

Employees are responsible for appropriate usage of mobile communication devices in their possession and for co-operating with the development and implementation of this policy as part of their normal duties and responsibilities. Employees must take reasonable care to protect themselves and to implement all guidance, policy and practice relating to risks arising from lone working.

5.9 Temporary or Agency Employees, Contractors, Students or Others

Will be expected to comply with the requirements of all Urgent Care 24 policies applicable to their area of operation

6.0 LEGAL AND STATUTORY DUTIES AND RESPONSIBILITIES

Urgent Care 24 will adhere to current legal and statutory requirements in regard to the use of mobile communication devices, including all Road Traffic

Acts. The law relating to mobile communication device use prohibits drivers using a hand-held mobile communication device, or similar device, while driving.

Using a mobile communication device can itself create hazards and employees that have mobile communication devices must not use them in a manner that endangers themselves or others. Employees must use vehicle fitted "hands free" headset or vehicles built in system to make or receive calls if it is safe to do so. It is not illegal to use hands-free phones, sat-navs (satellite navigation systems) and two-way radios while driving, but they can be a distraction. You'll face the same penalties as using a phone if the police believe you're not in proper control of your vehicle.

If employees wish to email they must pull over to the side of the road when and where it is safe to do so and turn off the vehicles engine before interaction with a mobile communication device.

7.0 DEFINITION OF TERMS

7.1 Driving

Under the law relating to mobile communication devices, a person is driving if the vehicle is stationary but the engine is running. The offence will apply to all motor vehicles including motorcycles, but will not apply to pedal cycles.

7.2 Portable Appliance Testing (PAT)

Electrical test for mobile communication device charging equipment to ensure continuity of earth. This includes any charging device that connects to mains electricity to either power or recharge a mobile communication device.

7.3 Mobile Communication Device

Any handheld device that can electronically communicate wirelessly for the purposes of either receiving or making phone calls, text messages, emails, Internet browsing. Examples of mobile devices can be found below:

- Blackberry Device
- Laptops and Netbook Computers
- Tablet Computer
- Mobile Phones and Smart Phones
- Bluetooth - connects mobile devices wirelessly
- Apple – iPad/iPhone device
- Android Tablet devices

7.4 Panic Alarm

Any handheld device used to alert visually or audibly of an attack or compromising situation.

8.0 GUIDANCE FOR EMPLOYEES AND MANAGERS

8.1 Criteria

The following criteria will be considered prior to approving a request for a mobile communication device:

1. Working alone in the community
2. Working alone in isolated areas without access to a landline
3. Working alone outside of office hours
4. Business requirement for a communication aid
5. On-call commitments

The risk assessment of lone working will take into account how much of a member of employees time is non office based and whether access to a shared mobile communication device is a suitable alternative to an individually issued mobile communication device.-

8.2 Application Process for a Mobile Communication Device

A request for a mobile communication device can be made at any time and a repeat request made if the circumstances are deemed to have changed.

To make a request for a mobile communication device the line manager or budget holder must follow the process flowchart outlined in appendix one.

The key steps are summarised as follows:

- Log a job with the IT department, who will provide assistance in identifying what information will be used to complete the 'Mobile Communication Device Request Form' – (see appendix one)
- Refer to the criteria in section 7.1 of the policy and include as much supporting information as possible. Consideration must be given to the use of a 'pool' mobile communication device
- The Mobile Communication Device Request Form must be signed by the budget holder and presented to the relevant director for approval.

8.3 Ordering and Receipt of Mobile Communication Device

The key steps are summarised as follows:

- Following director approval, the IT department will complete the device procurement (Appendix one)
- All mobile communication devices will be delivered to the IT department and arrangements made for the user to collect the device (see process appendix three)
- Employees will need to complete the Declaration Form (appendix two) when collecting the device
- A member of IM&T to record purchase of device(s) on mobile device database located in the IT folder

8.4 Ownership

Mobile communication devices and their accessories remain the property of Urgent Care 24 at all times. However, employees have a responsibility to ensure due care is taken of handsets whilst in their possession.

8.5 Use of Mobile Communication Devices

Calls from an Urgent Care 24 mobile communication device will normally be work related, although, it is accepted that exceptional situations arise that necessitate non-work usage.

Urgent Care 24 will monitor Urgent Care 24 mobile communication device usage for the purposes of budgetary control. Specifically call charges, call duration and SMS/ text message use will be analyzed. If deemed necessary further investigation will be undertaken. This may lead to disciplinary action if the Urgent Care 24 mobile communication device is being used inappropriately.

The following information should be taken into account when using an Urgent Care 24 mobile communication device

- Vodafone to Vodafone calls are free including WAP, Voice mail, SMS/text messaging should be avoided as there are charges for these.
- Employees should not make calls to the talking clock.
- Calls to directory enquiries should only be made in exceptional circumstances.

Please note the following useful information links:

www.bt.com - for private numbers

www.askalix.com - for business numbers

www.map24.co.uk - for route finding

8.5.1 Use of a Mobile Communication Device Outside Normal Hours of Duty

Employees are not expected to respond to an Urgent Care 24 mobile communication devices whilst not on duty and in normal circumstances the device should be switched off.

8.5.2 Protection of your Work Mobile Communication Device

To prevent the misuse of lost or stolen handsets all employees must ensure that their handset has a sim card lock and is password enabled.

Employees must contact the IT department if they are unsure of how to set this up. The IT department can reactivate the handset if an employee forgets the pin number and locks the phone, however, the Line Manager must send an email to IT to confirm the employees identity.

All Urgent Care 24 owned iPhone/iPads must have a pin lock and a registered Apple ID setup by the IM&T team.

8.5.3 Lost/Stolen Devices

Lost and stolen devices need to be reported immediately to the IT department so steps can be taken to suspend the device at the earliest opportunity. The IT department will report all losses to appropriate Line Managers and where necessary facilitate the procurement of a replacement device. If an employee loses a device a charge may be incurred for the necessary replacement. Continued loss of Urgent Care 24 equipment may result in disciplinary action.

If a mobile communication device is stolen, employees must contact their Line Manager who shall take the appropriate steps. If the Police have been contacted to report a theft then any reference number must then be given to the IT department for recording.

8.5.4 Faults and Maintenance

Any faults relating to the mobile communication device must be reported immediately to the IT Department. Repair of the device will always be considered before replacement. Replacement of any device will require the completion of a Mobile Communication Device Request Form (Appendix one) and approval by the budget holder and director for the service.

8.5.5 PAT Testing

All mobile communication device mains chargers are to be PAT tested annually. Employees of mobile communication devices should consult their line managers for local arrangements.

8.5.6 Change of User Details/Transfer of Device/Leavers

Change of User – Any changes to user details (i.e., name, department, title, contact information) must be given to the IT department so records can be accurately maintained.

Transfer of Device – If the current post holder leaves Urgent Care 24 or transfers to another post within Urgent Care 24, and the mobile communication device is re-allocated to another team member, the responsible line manager must contact the IT department to report the changes. The new user must sign the declaration (Appendix two) before they are issued with any mobile communication device. All returned devices must be checked and working condition confirmed. If employees fail to return a device, its charger or associated equipment they may be charged for any required replacements. The IT department must be informed of any faulty equipment before the handset is reissued.

Leavers – Employees leaving Urgent Care 24 are responsible for returning the mobile communication device and all accompanying equipment to the Line Manager by the last working day. The Line Manager will be responsible for notifying the IT department accordingly. Failure to return any component or the return of damaged equipment may result in the employee being charged.

8.5.7 Training Requirements

All employees will be informed of this policy on induction and as part of ongoing instruction within each department. All relevant employees will be given written instructions on the use of mobile communication devices. The IT department will provide any working instructions upon issue of a mobile device.

9.0 USEFUL DOCUMENTATION AND REFERENCES

9.1 Associated Policies

POLICY	
Disciplinary Policy	UC24POL14
Home Working Policy	UC24POL10
Equality & Diversity Policy	UC24POL11
Information Security Policy	UC24POL6
Risk Management Strategy	UC24POL2

9.2 Useful Contacts

IM&T Department:

Urgent Care 24 IT Department – Unit 4-6 Enterprise Way,
Wavertree Technology Park L13 1FB.

Tel: (0151) 254 2553

Fax: (0151) 228 8845

10.0 POLICY GOVERNANCE

10.1 Equality and Diversity

Urgent Care 24 is committed to an environment that promotes equality and embraces diversity in its performance as an employer and service provider.

It will adhere to legal and performance requirements and will mainstream equality and diversity principles through its policies, procedures and processes. This policy should be implemented with due regard to this commitment.

To ensure that the implementation of this policy does not have an adverse impact in response to the requirements of the Race Relations (Amendment Act) and the Disability Discrimination Act 2005, Urgent Care 24 will monitor the impact of this policy. Urgent Care 24 will take remedial action when necessary to address any unexpected or unwarranted disparities and monitor workforce and employment practices to ensure that this policy is fairly implemented.

10.2 Management and Review Policy

The Information Management and Technology Manager will be responsible for the management of this policy. In addition the effectiveness of this policy will be monitored by IM&T department and the policy may be reviewed and amended at any time if is deemed necessary. Notification of any changes to policies will be communicated to all employees.

Employees should be aware that the Urgent Care 24 intranet version of this document is the only version that is maintained and controlled. Any printed copies should be viewed as 'uncontrolled' and as such many not necessarily contain the latest updates and amendments.

APPENDIX ONE

URGENT CARE 24 Mobile Communication Device Request Form

Following sections to be completed by line manager

IT Department Ref		
User name(s)		
User location(s)		
User(s) job title		
Type of request (tick box as required)	New Starter	
	Replacement for damaged device	
	Replacement lost/ stolen	
	Change of job role	
Details of mobile communication device required (tick box as required)	Blackberry	
	Mobile phone	
	Other please specify	
How much will device cost?	Handset:	
	Line Rental per month	
Criteria for requesting mobile communication device:	Criteria met Y/N	% of time
1. Does the individual work alone in the community? If yes for what % of the time		
2. Does the individual work alone in isolated areas with access to a land line? If yes for what % of the time		
3. Does the individual work alone outside of office hours. If yes for what % of the time		
4. Is the handset required as a communication aid to meet a business need? Please give additional details below		
5. Is the individual required to work "on call"? If yes, for what % of the time		
<u>This must be completed in all cases:</u>		
Please give any additional details of why the device is required:		

Following sections to be completed by budget holder		
Name and Signature of Budget Holder		
Following sections to be completed by the URGENT CARE 24 Director		
Outcome:	Issue mobile phone	
	Issue Blackberry	
	Issue laptop/netbook	
	Issue shared device	
	Issue panic alarm	
	Issue nothing/ Rejected	
Signature of Urgent Care 24 Director of IM&T		

The form is only to be returned to IT once the Urgent Care 24 director of IM&T signature has been obtained

APPENDIX TWO

Declaration

I hereby acknowledge receipt of the mobile communication device and confirm that I have received a copy of the Mobile Communication Device Policy and undertake to read it in full prior to using the mobile communication device.

Signature: _____

Print Name: _____

Date: _____

Job Title: _____

Department: _____

Contact No: _____

Budget holder: _____

Mobile communication device No:

Mobile communication device IMEI No:

Mobile Type and Model No:

Other please specify make and model:

APPENDIX THREE

Flow Chart for the process of receiving a mobile/ personal device

