

Report ITR-CS-09-15

To: Chair Bob Pringle and Members of Corporate Services Committee
From: Geoff Hogan, Information Technology (IT) Director
Meeting Date: May 26, 2015
Subject: **Bring Your Own Device (BYOD) Policy**
Status: Recommendation adopted by Committee as presented per Resolution CS62-15; Endorsed by County Council June 2, 2015 per Resolution CC78-15;

Recommendation(s)

WHEREAS Grey County employees, contractors and Council members (users) may prefer to use their own smartphone (device) over a corporately provided device to access corporate resources;

AND WHEREAS Grey County has the monitoring and security tools in place to be able to allow users to safely bring their own device;

NOW THEREFORE BE IT RESOLVED THAT report ITR-CS-09-15 be received;

AND THAT Grey County adopt policy A-IT-004 Bring Your Own Device (BYOD).

AND FURTHER THAT users that are eligible for reimbursement be reimbursed at \$35 / month;

AND FURTHER THAT the rate be reviewed at the end of the current term of the corporate mobility provider.

Background

BYOD (Bring Your Own Device) is becoming an accepted practice in governments and businesses around the world. BYOD satisfies the needs of both the employer and employees. Grey County has provided smartphones for selected employees for 11 years. The phone must be procured, provisioned, maintained, supported and disposed of, all at a cost to the corporation. Many employees of Grey County that are issued a corporate device carry two devices, one personal and one corporate. For convenience,

many would prefer to carry only one device. Employees that do not meet the criteria for a corporate device have also expressed interest in connecting to the corporate email system without needing to be reimbursed.

A BYOD policy satisfies the needs of the County by paying eligible employees a reasonable reimbursement for the use of their own phone without the County managing the hardware. Employee's needs are met by giving them the option to only carry their personal device and connect to the corporate email system.

Financial / Staffing / Legal / Information Technology (IT)

Considerations

Currently the corporate phone plan has the following costs:

Service	Quantity	Monthly \$
Hardware	\$240 every 24 months	\$ 10.00
Data	Up to 1 GB	\$ 14.75
Data	Up to 6 GB	\$ 29.75
Data	Over 6 GB	\$ 34.75
Voice	Unlimited calling	\$ 5.00

The average employee with a corporately owned hardware uses about \$25 per month of voice, data and long distance. The cost of providing the device is approximately \$240 every two years. The recommended reimbursement for eligible employees is \$35 / month.

The County can give access to up to 5 devices per email user without incurring additional software charges from Microsoft for access to the mail server. Adding a BYOD user has no significant impact on IT staff.

Link to Strategic Goals / Priorities

4.4 Embrace and continually invest in technology in order to enhance the operations of all county services as well as the county's overall state of future preparedness.

Attachments

Bring Your Own Device

Approved by:

Date Approved:

Replaces:

Last Modified Date:

Scheduled for Review by:

Procedure Number: A-IT-004-001

Parent Policy: A-IT-004

Author: IT Director

References and Related Documents

[A-IT-004 Bring Your Own Device \(BYOD\) Policy](#)

Forms

[BYOD Employee Acknowledgement Form](#)

Policy Statement

Authorized Employees are eligible to bring Personally-owned Mobile Devices into the workplace to access their County email, calendar, contacts and other systems.

Purpose

The purposes of this policy are to:

- outline device options and terms and conditions for allowing staff to use Personally-owned Mobile Devices in the workplace;
- clarify the eligibility to obtain a Corporate-issued Mobile Device or to be reimbursed for a Personally-owned Mobile Device; and
- outline supported device types, service levels, reimbursement, acceptable use and security requirements.

Scope

This policy applies to all councilors, union and non-union employees as well as contractors, consultants and volunteers, including citizen members of committees, authorized by the applicable manager to participate in the Bring Your Own Device (BYOD) program.

Definitions

For the purposes of this policy:

“Bring Your Own Device” (BYOD) means a program whereby Employees utilize Personally-owned Mobile Devices to access County systems such as email and networks in order to conduct County business.

“Corporate-issued Mobile Device” means a device owned by the County and issued to eligible Employees for the purpose of conducting County business. Corporate-issued Mobile Devices include cell phones, smartphones, tablets and laptops.

“Employee” means all union and non-union staff, as well as contractors, consultants, citizen members of committees, and other volunteers acting on behalf of the County of Grey.

Councilors, volunteers and consultants, while not considered employees of the Corporation outside of this policy, are expected to conduct themselves in accordance with established County policies, as amended from time to time.

“Mobile Device Management” (MDM) means a software system that enables the County’s Information Technology (IT) employees to manage Mobile Devices connected to the County’s network. Functionality includes: provisioning, securing, monitoring, and the ability to remotely wipe devices.

“Non-Reimbursed BYOD User” means an Employee who chooses to utilize their Personally-owned Mobile Device to access systems such as County email and County networks for occasional convenience use and who is not reimbursed by the County for Personally-owned Mobile Device expenses.

“Personally-owned Mobile Device” means a device that is owned by an Employee and brought into the workplace to access systems such as County email and County networks for the purpose of conducting County business. Personally-owned Mobile Devices include cell phones, smartphones, tablets and laptops.

“Reimbursed BYOD User” means an employee who is a participant in the BYOD program who is required to carry a mobile device for business purposes and who is reimbursed by the County for Personally-owned Mobile Device expenses.

“Reimbursement” means a monthly allowance paid to an Employee who is eligible for a Corporate-issued Mobile Device but is using a Personally-owned Mobile Device. Reimbursements are an automatic, recurring, fixed-amount payment toward monthly service provider fees deposited into Employee payroll accounts each month. Individuals who are not on the County’s payroll system are reimbursed by cheque.

“Virtual Private Network” (VPN) means a computer or mobile device used to send and receive data across shared or public networks securely, as if by a private network, with all the functionality, security and policies of a private network.

Administration

Information Technology (IT) is responsible for management of the County’s BYOD program, including administration of the County’s Mobile Device Management (MDM) system’s functionality. The Director of IT has ultimate authority for allowing or disallowing devices into the BYOD program.

IT may alter the features of the BYOD service and/or cancel the program at any time, with appropriate communication to affected Employees.

Corporate Records

The County, through the Corporate Records Management Program Policy and the Records Retention By-Law 4696-10 (as amended from time to time) is committed to establishing and maintaining recordkeeping practices that meet its legislative, accountability, and business obligations. Employees are responsible for complying with the Records Retention By-Law and are encouraged to contact the Clerk Department prior to permanently deleting information related to County business for additional information if required.

Accountability

Departmental Directors

Departmental Directors are accountable for:

- ensuring all applicable managers/supervisors are aware of this policy and of any subsequent revisions; and

- ensuring compliance with this policy

Managers/ Supervisors

Managers/Supervisors are accountable for:

- ensuring staff in their respective work units are aware of this policy and any related protocols, as well as any subsequent revisions;
- ensuring applicable staff are trained on this policy and any related protocols, as well as any subsequent revisions, with respect to their specific job function;
- ensuring staff comply with this policy and follow any related protocols;
- signing “BYOD Staff Agreement” and “Reimbursement Request for BYOD Device” forms; and ensuring reimbursement does not continue if an Employee no longer meets the reimbursement criteria (e.g. moves to another position in the County).

BYOD Participants

All BYOD program participants are accountable for:

- familiarizing themselves with this policy and asking for clarification of any information not understood from their manager/supervisor; and
- advising IT of any loss or change of a Personally-owned Mobile Device.

Device Options and Expectations of Use

Eligible employees have two options for using mobile devices in the workplace:

- Corporate-issued Mobile Device
- Bring Your Own Device (“BYOD”)

Corporate Issued Mobile Device

Employees required to carry a mobile device as part of their job duties may choose a Corporate-issued Mobile Device, with costs covered by the Corporation.

Eligibility for a Corporate-issued Mobile Device will be limited to staff:

- who spend the majority of their working time away from the office;
- whose job duties are in public safety, requiring immediate or emergency response;
- whose job duties support 24x7 business infrastructure and systems; or
- who are required to respond promptly to urgent business- related email or communication needs.

Corporate-issued Devices are to be used primarily for County business communications and related activities, with a limited amount of personal use. Acceptable personal use is defined as reasonable and limited personal communication, occasional use of apps and web browsing.

Bring Your Own Device

Employees who choose to use a Personally-owned Mobile Device in lieu of a Corporate-issued Mobile Device are eligible to receive Reimbursement (Reimbursed BYOD Device User)

A reimbursed BYOD User must agree to use their device primarily for County business communications and related activities during regular business hours. Business use is defined as activities that directly or indirectly support the business of the County of Grey (e.g. business-related email, calendars, contacts, documents, applications etc.).

All employees may choose to bring Personally-owned Mobile Devices into the workplace for occasional access to County systems such as email, calendar and contacts, with manager approval. In this case, no reimbursement will be made, as this deemed primarily “convenience use” (Non-Reimbursed BYOD User).

Reimbursement and Additional Expenses

Reimbursements will be provided to Reimbursed BYOD Users in the form of an automatic, recurring, fixed-amount payment deposited into the Employee’s payroll account each month. Additional legitimate business-related mobile expenses may be reimbursed on an occasional basis in accordance with Corporate Policy & Procedure – Allowable Business Expenses. In no case shall Reimbursements exceed an Employee’s total monthly device charges.

The County is not responsible for charges resulting from personal voice or data overages, roaming, long distance charges, etc. that are not additional legitimate business-related expenses. Employees are advised that downloading and/or synchronizing corporate email, calendars and contacts will result in increased data volumes being sent to their devices. Employees are responsible for consulting with their wireless service provider to ensure that their data plan is sized accordingly. Employees will not be compensated for purchasing, insuring, maintaining, servicing or replacing their personally-owned device.

Approval Process

To request to be enrolled in the BYOD program, Employees must complete a “BYOD Staff Agreement” form and submit it to the County’s IT Department for processing. This form must be signed by the Employee and approved by their manager.

Reimbursed BYOD Users must also complete a “Reimbursement Request for BYOD Device” form, which must be signed and approved by their manager.

Approved Devices

A list of approved/sanctioned BYOD devices is available from Information Technology. IT will review the list of approved devices and add or remove device types/models as deemed appropriate.

Access Provided

Approved BYOD users may synchronize their County email, calendar and contacts to/from their Personally-owned Mobile Devices. Network access may be provided where technology permits. Access and security will be controlled via MDM, VPN or a similar access control system. This may require the installation of supporting software on the BYOD user’s device.

Device Support

IT Help Desk support of BYOD devices will be limited to device setup and “reasonable effort” resolution of connectivity issues and access to County related applications (“apps”). Any other support issues are the responsibility of the device owner, in consultation with their wireless service provider.

Prior to obtaining support from a third-party service provider (e.g. when returning, repairing or upgrading their device), BYOD users must contact the IT Help Desk to disconnect their device and ensure that County related data is removed.

In all cases, when dealing with third-party service providers, device owners are responsible for ensuring that County-related data is not exposed.

Security

Safeguarding the County of Grey’s corporate data and the personal information of its staff and clients is of paramount importance. Any BYOD device being used to access/store

corporate and personal data must comply with the security and authentication requirements of the County's Information Technology department.

Employees in the BYOD program must:

- agree to safeguard the confidentiality of County-related data on their Personally-owned Mobile Device at all times, and exercise caution when transferring sensitive business data to/from their device;
- agree to keep their Personally-owned Mobile Device current with software updates as released by the manufacturer and/or wireless service provider;
- agree not to "jailbreak" or "root" their device (i.e. install software that allows the user to bypass standard built-in security features and controls). "Jail broken" Personally-owned Mobile Devices will be removed from the BYOD program immediately and may be remotely wiped (a remote wipe is immediate and irreversible. Any data on the mobile device that has not been backed-up or synchronized will be lost.);
- agree to allow IT to enforce standard MDM and security policies on their Personally-owned Mobile Devices to safeguard the County's data and network;
- agree to being blocked from accessing certain websites or apps (e.g. those that are prohibited) while connected to the corporate network;
- agree to maintain a password on their Personally-owned Mobile Device at all-times to prevent unauthorized access;
- agree to use only IT-configured and approved VPN client software for accessing the County of Grey's network;
- agree to immediately report any loss or theft of their Personally-owned Mobile Device to their manager and to Information Technology via the IT Help Desk;
- agree to back-up the personal contents of their Personally-owned Mobile Device to their home computer or an authorized external data storage service to prevent data loss. The County is not responsible for any personal emails, appointments, contact names, images or other content lost due to the provision of this service.
- ensure that County email, files, etc. are not compromised if a device-owner shares their device with other individuals or family members. When in doubt, device-owners are advised not to share their device.
- agree that the County may remotely wipe/erase the entire contents of their Personally-owned Mobile Device (i.e. reset it to factory default settings) in case of theft; loss; suspension or termination of employment; virus or malware; security breach (the County deems that information is being, or may be, at risk of misappropriation or other misuse); at the request of the device owner; or for any other legitimate reason arising out of administrative, legal, or criminal proceedings;

- not allow third-party service providers control of or access to their device until it has been decommissioned and County data removed by Information Technology.

IT will manage security policies, network, application and data access centrally using whatever technology solutions it deems suitable. Any attempt to contravene or bypass said security implementation will be deemed an intrusion attempt and dealt with in accordance with this policy. The applicable device will be removed from the program immediately.

Device and Data Ownership

Personally-owned Mobile Devices enrolled in the BYOD program remain the sole property of the owner. All County data, documents, information and work products created, received, transmitted, synchronized or downloaded by BYOD program devices remain the sole property of the County of Grey.

County Access to Personally-Owned Devices

The County will only request access to Personally-owned Mobile Devices to assist with the installation of MDM software, for compliance verification or to respond to legitimate discovery requests arising out of administrative or legal proceedings (applicable only if the device-owner downloads County mail / attachments / documents to their personal device).

IT staff may also require access to the device when assisting device-owners with technical support issues. While providing service, IT staff will make reasonable efforts to access only the parts of the Personally-owned Mobile Device necessary to deliver support. However, should IT staff view content on a user's device that is in their opinion criminal or illegal, it will be investigated in accordance with Corporate Policy and Procedure – Access to and Acceptable Use of Information Technology Resources.

Users may decline to provide access to their Personally-owned Mobile Device by opting-out of the BYOD program.

Device Loss or Theft

In the event of loss or theft of a BYOD device, staff shall notify the IT Help Desk immediately. IT will remotely wipe the device to remove any corporate data. The County is not responsible for replacement costs related to loss or theft of Personally-owned Mobile Devices.

Replacing or Withdrawing Devices

Employees who wish to replace their BYOD device, or who wish to withdraw from the BYOD program, shall advise and consult with IT so that the device can be safely decommissioned from the County's MDM system. It is the user's responsibility to ensure that all County data is wiped from a device prior to selling, trading, gifting, or discarding it and/or returning it to a third-party wireless provider.

Employee Departure

When any BYOD user discontinues employment with the County, or chooses to withdraw from the BYOD program, access to County systems will be terminated and all County-related data will be remotely wiped from the Personally-owned Mobile Device. It is the user's responsibility to ensure that the wipe was successful and that all County-related data is removed from any devices or external storage services to which County data may have been stored or replicated.

Compliance

Any County employee who violates this policy will be subject to appropriate disciplinary action, up to and including termination of employment. The County is authorized to immediately withdraw IT access and initiate an investigation, in accordance with the Access to and Acceptable Use of Information Technology Resources policy, should abuse of any aspect of this policy be suspected.

The County is authorized to immediately withdraw the IT access of other authorized BYOD users should abuse of any aspect of this policy be suspected.



Staff Agreement

Bring Your Own Device

Purpose

This form is for staff requesting permission to connect their personal mobile device (eg. smartphone, tablet, etc.) to the County of Grey corporate email and calendar system.

Scope

Connecting to the County email system is subject to the following conditions:

- You must have a @grey.ca (@visitgrey.ca, @greyroots.com or @southgate.ca) email address
- Your device will be forced to have a password to connect to the system
- You give the County permission to remotely wipe your device if the device is lost, stolen or in the event of a security breach as determined by the IT Department

Acknowledgement

Pursuant to this, and in connection with receiving the Service, I _____ agree to the following:

1. I agree that support of this Service will be limited to receiving generic connection information to connect to the Microsoft Exchange server. There is no support offered by County IT Staff. For any other support issues, I am responsible for contacting my wireless service provider;
2. I agree to safeguard the confidentiality of the County-related data on my device at all times, to the best of my ability;
3. I understand that connecting to the County email connection will force the use of a password on my device and I agree to maintain the password on my device at all times to prevent unauthorized access;
4. I agree to immediately report any loss or theft of my device to my manager and to the Information Technology Department via email to helpdesk@grey.ca or by calling the IT Help Desk at x1511;
5. I agree that the County shall not be responsible for any personal emails, appointments, contact names, or other content lost due to the provision of this service; I am responsible for backing up the personal contents of my device to my home computer to prevent data loss (eg. via iTunes, Blackberry Desktop Manager, etc.);
6. I give permission to the County to remotely wipe/erase the entire contents of my device (reset it to factory default settings) in cases of theft, loss, virus, malware, security concerns, etc;
7. I acknowledge and agree that the use of this Service will result in increased data volumes being sent to my device. I agree to consult with my wireless service provider to ensure that my data plan is sized accordingly. I also agree that the County is not responsible for any fees or charges incurred, resulting from or related to, the provision of this Service including data overages, roaming charges, etc;

8. I understand that the County may alter the features of this Service and/or revoke it at any time;
9. I understand that the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) governs the collection, use and disclosure of information by the County. By using my personal device for business purposes, I acknowledge that County-related communications created, received or transmitted using my personal device, will be subject to the provisions of MFIPPA;
10. I acknowledge and understand that any device, corporate issued or personal, used to send or receive County business or information is subject to the following Corporate Policies: [Section 5-130 Employee Use of Computers.](#)

Employee Signature: _____ Date: _____

Respectfully submitted by,

Geoff Hogan
Director of Information Technology