

Presidential Guidelines Governing UCOP Mobile Devices

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Responsible Officer:	Dr. Michael V. Drake, President of the University
Responsible Office:	Office of the President
Issuance Date:	October 15, 2017
Effective Date:	October 15, 2017
Last Review Date:	February 7, 2022
Scope:	

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I. GUIDELINES SUMMARY

This guidelines document is meant to provide additional detail related to UCOP mobile devices and practices.

II. DEFINITIONS

Mobile Devices

Cell phones/smartphones, tablets, mobile network adapters, Wi-Fi hotspot/MiFi devices, signal boosters/repeaters and similar portable electronics that provide, enhance or utilize mobile internet/network access via the public cellular network or a Wi-Fi network. Laptop and notebook computers are not categorized as mobile devices for the purposes of this document.

Rate Plans (calling/voice plan, text/messaging plan, data plan, global plan)

Subscription plans offered by mobile carriers for voice calling, text/messaging, data and/or global roaming services. Associated with a mobile device to allow use of the public cellular network. Subscription rates vary depending on carrier, usage and options.

NASPO

National Association of State Procurement Officials – A public procurement organization which offers cooperative contracting through their ValuePoint subsidiary to provide states, local governments, public educational entities, etc. with best value contracts, including wireless carrier agreements.

Wi-Fi and MiFi

Wi-Fi is a wireless networking standard (IEEE 802.11x). MiFi is a brand name for a portable broadband device but is generally used as a generic label for any device that can function as a Wi-Fi hotspot.

Hotspot

A wireless (Wi-Fi) network access location, service or device.

Mobile Device Management/Enterprise Mobility Management (MDM/EMM)

MDM/EMM are platforms or services that provide capabilities for managing software, network service, hardware, security, apps and content for mobile devices.

ITCS

Information Technology Client Services. Under the ITS Sub-Division this is the UCOP local Information Technology Department within which the Telecommunications Services function is located.

III. GUIDELINES TEXT

A. General

UCOP-owned mobile devices are not intended to be perceived as a symbol of, or a testament to, the prominence or value of its employees but are provided foremost as a specialty tool, for prudent and essential business use, to a limited number of UCOP personnel meeting stringent eligibility criteria.

B. Scope

UCOP mobile device practices augment the UC systemwide BFB-G-46 Policy: Guidelines for the Purchase and Use of Cellular Phones and Other Portable Electronic Resources and specify more stringent practices applicable to UCOP personnel. University funds shall only be used to purchase mobile devices, accessories, service options or rate plans for UCOP personnel as permitted by these practices.

C. Device & accessory offerings

Purchased mobile devices will be limited to select, low-cost, standard-issue models (not latest models). ITCS Telecommunications Services will select the UCOP portfolio of standard-issue mobile device and accessory offerings, and manage the purchase thereof, based on the following criteria:

- \$0-\$99 NASPO contract price cap for standard-issue smartphones; \$300-\$400 price cap for standard-issue Wi-Fi tablets.
- Minimal memory capacity; small to standard screen sizes; two color choices (typically Silver or Space Gray).
- MiFi devices and tablets with data plans are discontinued. Tablets are limited to Wi-Fi only models and capabilities. Use of Wi-Fi and smartphone hotspot are viable alternatives when necessitated. Exception cases would be substantiated through the formal exception process.
- Standard-issue accessory bundle consisting of select low-cost case, screen protector (smartphone only), optional keyboard (tablet only), 110v power adapter, EarPods and optional car charger.
- UCOP will not purchase or support extraneous mobile devices such as wearables, vehicle Wi-Fi devices, signal-boosters, etc.

D. Device replacement

Replacement of otherwise qualified mobile devices will only be done at end of life, not end of contract term. Functioning devices will be redeployed in lieu of new purchases whenever possible:

- Otherwise qualified mobile devices can be replaced in the event of theft, loss, a malfunction for which there is no viable remedy or as ITCS deems may be necessary to adopt any business-essential advancements in technology or security. Non-qualified mobile devices cannot be replaced.
- Replacement due to loss or damages resulting from carelessness or mishandling to be evaluated on a case-by-case basis.
- Mobile devices will not automatically qualify for replacement after a prescribed period.
- In lieu of new purchases, previously deployed and still functional mobile devices, less than 2-years old, will be used whenever possible to replace relatively comparable units necessitating replacement.

E. Eligibility Criteria

Stringent eligibility criteria must be substantiated for devices, global plans/calling and hotspot options based primarily on well-defined and extensive business travel or vital and urgent/critical communication needs.

- Eligible for a Mobile Device when travel to outlying cities is an essential business requirement of a position and takes place on at least 25% of business days per annum. Would exclude travel to locales near an employee's primary office site, telecommuting/working-from-home or when only occurring for a marginal portion of the business day.
- Eligible for a Mobile Device when vital communications is a crucial business requirement and prescribed role of a position; in order to provide time-sensitive, expert and business-critical response or awareness in imperative circumstances; on a persistent basis; during off-hours or when apart from office-based communications. Example: Emergency response and crucial systems/services support designates.
- Additionally the employee should not already have a UCOP owned laptop or other mobile device that would reasonably accommodate the otherwise met eligibility criteria, e.g. a smartphone and a tablet would not both be issued.
- Additionally the employee should have a personal mobile device for personal use such that a UCOP owned mobile device will not become a recourse for personal use.

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- Where hotspot activation is an extra-cost option on a prescribed rate plan for an otherwise eligible mobile device, its inclusion would be substantiated through the formal exception process. The hotspot option is to be used prudently for essential University business only.
- UCOP owned mobile devices may not be used when vacationing or on personal travel especially outside the US. Short-term global rate plans added to UCOP owned mobile devices while traveling on business outside the US should be requested only when the use of UCOP owned mobile devices during such travel is absolutely necessary for purposes of vital communications and crucial UCOP business. Use of a UCOP owned mobile devices while traveling on business outside the US without the addition of an approved short-term global rate plan is not allowed. Division leadership, or Chief of Staff delegate, concurrence is required.

F. Rate Plans

Standard rate plans, prescribed for UCOP owned mobile devices that require them, are sufficient to cost effectively accommodate most prudent and essential business usage – UCOP owned mobile devices are not for primary personal use. Rate plan utilization will be monitored and any usage that exceeds the voice, text or data allotments of the prescribed rate plan or incurs any noticeable cost overages will prompt a review to determine if usage or rate plan changes are warranted. Requests for rate plans with increased voice, text or data allotment would be substantiated through the formal exception process.

G. Transfer of Liability

UCOP will not transfer liability (ownership) of devices, plans or phone numbers from employee personal responsibility to the University or from the University to separating or transferring employees.

H. Exception process

A rigorous formal exception process will be used to thoroughly assess and substantiate non-standard needs. The process will entail:

- Submission of a business case/justification, financial and impact analyses.
- Division Leader, or Chief of Staff delegate, endorsement/sponsorship.
- ITCS initial assessment and recommendations.
- UCOP Chief Information Officer final determination.

I. Device management

A Mobile Device Management/Enterprise Mobility Management solution will be used to manage device inventory, configuration and plan utilization.

- Track device inventory, settings and rate plan utilization.
- Configure mobile devices and applications for enterprise deployment and use, manage updates, and assist with device upgrade and retirement.
- Mitigate data loss, theft, employee termination or other incidents with controls for data encryption, data access rights, shared devices, application wrapping and containment, and device lockdown.
- Troubleshoot mobile device problems through inventory, analytics and remote actions.

J. Auditing

Ongoing auditing will be performed to:

- Validate individual eligibility.
- Optimize rate plans and utilization.
- Identify usage anomalies.

IV.COMPLIANCE / RESPONSIBILITIES

Function	Responsibilities
Division Leaders	Evaluate submitted mobile device (including related services) requests for adherence with UCOP mobile device practices and provide documented approval attesting to those findings of full compliance. Stipulate endorsement and sponsorship of exception requests to which they concur are complete, accurate, substantiated and warranted. Responsibility may be delegated to applicable Chief of Staff.
UCOP Chief Information Officer	Evaluate completed exception submissions with corresponding ITCS recommendations and make final determination of granting. Provide documented approval for each granted exception.

Chiefs of Staff	When so delegated by their Division Leader; the applicable Chief of Staff may fulfill the responsibilities of the Division Leader with respect to these UCOP mobile device practices.
Department Heads	Evaluate submitted mobile device (including related services) requests for adherence with UCOP mobile device practices and provide documented approval attesting to those findings of full compliance.
Telecommunications Manager	Administration of UCOP Mobile Device Practices. Management of associated telecommunications operations.
Employees	Compliance with UCOP Mobile Device Practices. Assure prudent and essential business use of assigned UCOP-owned mobile devices.

V. PROCEDURES

Mobile Device requests are submitted via the [IT Service Hub](#)

VI. RELATED INFORMATION

- UC systemwide Policy [BFB-G-46: Guidelines for the Purchase and Use of Cellular Phones and Other Portable Electronic Resources](#)
- UC systemwide Policy: [Electronic Communications Policy](#)

VII. FREQUENTLY ASKED QUESTIONS

N/A

VIII. REVISION HISTORY

Date	Changes
October 15, 2017	UCOP Mobile Device Practices instituted
February 8, 2018	Adapted UCOP Mobile Device Practices to this format
September 11, 2018	Minor wording changes to sections D & E to provide improved clarity
February 7, 2022	Responsible Officer changed to Dr. Michael V. Drake Executive Director of UCOP Operations role reassigned to UCOP Chief Information Officer as result of organization change Minor wording changes to provide improved clarity