1.0 PURPOSE

1.1 Nova Scotia Community College recognizes that many employees need various communication devices (s3.1) and services to effectively perform their employment duties on behalf of the College. Two main purposes of this policy are:

a) Inform employees of acceptable uses of communication devices and related service packages provided by the College to them for business purposes related to employment duties and other educational purposes.

b) To identify criteria for eligibility of employees to procure and use equipment and services appropriate to the business needs of their position/role in the College.

2.0 SCOPE

2.1 This Policy applies to all NSCC employees who use communication devices for business purposes related to employment duties and educational purposes on behalf of the College.

2.2 All College owned and/or issued communication devices and the use of and access to College digital assets (e-mail, contact lists, employee portal) accessible from or resident on personal mobile devices (s3.2) are within the scope of this policy.

3.0 DEFINITIONS

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication Devices</td>
<td>Includes all mobile devices as defined below as well as other communications devices including, but not limited to: land line telephones and two-way radios.</td>
</tr>
<tr>
<td>Mobile Devices</td>
<td>Any electronic devices with the ability to transmit or receive data, text, and/or voice, via a College-approved cellular network. This includes but is not limited to smartphones, cellular equipped tablets and laptops.</td>
</tr>
</tbody>
</table>

4.0 POLICY

4.1 Acceptable Uses of College-provided Communication Devices

All College-provided communication devices and related services are provided for business related purposes and are to be used appropriately.

a) Determination of which communication devices will be made available to any employee will depend on:

i. the nature of their employment and the content of their employment duties

ii. the cost-effectiveness of the devices provided to individual employees

iii. requirements for access to departmental use communication devices
iv. ensuring access to traditional telephone services in areas of poor cellular coverage

b) The use of College-provided communication devices for private commercial or consulting purpose is not allowed.

4.2 Eligibility for Provision of Cellular Phones and Other Mobile Devices

a) An individual user must meet one or more of the criteria set out below before a cellular telephone or other mobile communications device will be issued to the employee.

i. Demonstrated urgency of contact:
   Safety, security or delivery of service will dramatically be affected if contact is not available.

ii. Travel and time away from office:
   The user travels an average of two or more days per week over a 52-week period, or
   The user is out of his/her office building two or more days per week over a 52-week period.

iii. Demonstrated occupational health/medical necessity.

b) All cellular requests will be submitted to Digital Innovation & Technology via the Technology Service Desk and an authorization will be given based on an analysis of the business requirement. Specifics of the application process are contained in the procedures documents: Communication Devices – Standard Operating Procedures.

c) All new cellular activations must be authorized by a Vice President or President.

4.3 Eligibility for Provision of Landlines

a) For individual employees using a College-provided cell/smart phone, this device is considered their primary communication device for College business purposes. These individuals will not be eligible for provision of a dedicated landline and telephone set unless there is a legitimate reason for the landline service and is approved by the Vice President in the employee’s division.

b) Many current employees have both a College-owned cellular device and a landline. Historically, this combination was viewed as more cost-effective for conducting pan-provincial College business due to the cost of long distance on cellular devices. With this no longer the case, Digital Innovation & Technology will be conducting a review of employees with both a College-owned cellular device and a dedicated landline with the intention of rationalizing landline phones across the College.

<table>
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<tr>
<th>Executive Sponsor:</th>
<th>Policy Steward:</th>
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<td>September 18, 2018</td>
<td>September 1, 2018</td>
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63.31 Communication Devices- Acceptable Use

**c)** For those individuals also having a dedicated landline and telephone set, NSCC reserves the right to discontinue this service.

**d)** Eligibility criteria and request process for retention of a landline are provided are provided in Communication Devices – Standard Operating Procedures. Exceptions will be granted to employees at campuses and in areas with poor cellular coverage, employees whose job function necessitates the features of a landline, and employees who have a Vice President approve the continued use of the landline.

**e)** All individuals who are not eligible for a college-provided cellular device who require a dedicated landline will continue to be provided with equipment and telephone services appropriate for their job responsibilities.

**f)** Departmental Use communication devices

When communication devices, including landlines, two-way radios and mobile devices are purchased for the collective use of the department, the senior administrator in the department will be responsible for their management.

### 4.4 Personal Use of College-provided Communication Devices

**a)** It is understood that the usage of communication devices for personal reasons is a reality in today’s connected world. To that end, the College subscribes to the principle of “Corporately Owned, Personally Enabled (COPE)” communication devices. The voice and data plans negotiated with our service provider enable employees to reasonably use College-provided communication devices in their daily lives. This includes local and Canadian long distance calling, text messaging and moderate cellular data use for activities like surfing and social networking. Activities such as video streaming (i.e. Netflix, YouTube, etc.) should not be performed over the cellular network. Communication devices can be used for video streaming while connected to Wi-Fi networks.

**b)** Excessive Use

It is the responsibility of the employee to monitor and control the use of their College-provided communication device(s) to ensure that unreasonable excessive usage charges do not accrue to the College.

i. The employee and the employee’s supervisor are jointly responsible for determining what constitutes reasonable usage given the employee’s job responsibilities and identifying when excessive use has occurred.

ii. During the course of bill review and reconciliation, Digital Innovation & Technology may follow-up with the department regarding excessive usage to determine if it was business or personal in nature.

### 4.5 Use of Personally Owned Mobile Devices
a) New employees joining the College may wish to port a phone number from a personal mobile device to their College-provided mobile device. With Vice Presidential approval, this is acceptable as it allows the employee to rationalize down to a single mobile device. However, once a phone number is ported into the College's phone directory it cannot be ported out if the employee elects to terminate their employment. Further, any costs or fees associated with the porting in of a personal phone number would be borne by the employee.

b) Any employee who ported a phone number in prior to the effective date of this policy is authorized to port that number out in the event they elect to terminate their employment.

c) The College will reimburse the registered owner of a use of their personal mobile device used for College business if the use is pre-approved by the employee's supervisor or in the case of an urgent or emergency situation.

d) If recurring or intermittent business use of a personal mobile device is expected, the employee should consult their supervisor to consider alternatives such as porting their phone number to a college-owned device (4.5.a.) or using departmental-use devices when they are available. (4.3.f.)

e) Individuals pre-approved to use their personal mobile device for College business will be subject to NSCC security requirements pertaining to the security and protection of College applications and business information installed on and/or stored on personal devices; including:
   i. to maintain and use a password enabling device locking at all times when it is not in active use.
   ii. to enable the College to remotely wipe a device immediately after the device is reported lost or stolen.

4.6 Employee Responsibilities

a) Ensuring appropriate use of all communication devices assigned to them by complying with the provisions of this policy.

b) Safe and legal usage - by requesting and utilizing hands-free devices while operating a motor vehicle.

c) Maintaining data security by enabling and using password protection on all mobile devices, including when accessing College data on personal devices.

d) Reporting loss, theft or damage of mobile devices within 24 hours so that the service can be suspended immediately upon notification.
e) Updating the employee address book via PeopleSoft Employee Self-Service to include their mobile device number.

f) Notifying the College of travel out of country – requesting purchase of a service bundle for mobile devices, so that excess expenses can be avoided. The cost of these service bundles must be included in your Travel Request Form. For additional details, refer to 63.32 Communication Devices - Management Procedures.

g) The use of a College-provided mobile device on a cruise ship is expressly prohibited as there are no affordable service bundles offered for this type of travel. Employees will not be reimbursed for any additional service costs incurred as a result of such use.

4.7 Supervisor Responsibilities

a) Ensuring that all employees reporting to them are aware of and compliant with all policies and procedures regarding the use and management of communication devices for business and personal uses while employed by NSCC;

b) Ensuring that new employees are supplied with appropriate communications devices for their positions and briefed on the communication devices policy and procedures, in the first week of their employment.

c) Ensuring that all communication devices are returned to them at the time of an employee’s departure from employment at the College, and that all mobile devices are returned immediately to the Manager of Digital Innovation and Technology for their campus/work location.

d) Ongoing management of all departmental functions related to the procurement, use and disposition of communication devices.

4.8 Management Responsibilities

All communications devices and related services are priced, procured and managed through NSCC’s Digital Innovation & Technology. The Director of Digital Innovation & Technology is responsible for:

a) stewardship of all College policies and procedures regarding the use, procurement and possession of all communication devices and related service;

b) ensuring that the use of communication devices for college business is correctly authorized and monitored;

c) monitoring personal use of College communication devices and working with employees’ supervisors to ensure compliance with acceptable personal use provisions of this policy;

d) and ensuring that expenses stemming from approved business use of personal mobile devices are reimbursed to the owner in a correct and efficient manner.
5.0 POLICY SUPPORTS

62.01 Travel & Reimbursement policy

Standing Operating Procedures:

- 63.33 Request Telecom Consultation
- 63.34 Request- New Mobile Device and Service
- 63.35 Request- Replacement Mobile Device
- 63.36 Request- Mobile Device Repairs
- 63.37 Request- Lost or Stolen Mobile Device
- 63.38 Porting in a Personal Number
- 63.39 Porting out an NSCC Number to a Personal Account
- 63.40 Request an International Travel Package
- 63.41 Request New Landline
- 63.42 Request Replacement Landline Headset
- 63.43 Request to Move Landline.

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