

Title: Issuance of Digital Communication Tools

Policy No: 1019

Effective Date: November 14, 2023

Motion Number: 23.11.679

Supersedes Policy No: 1019

Department: Information Systems

Review Date: November, 2026



Legal References:

Freedom of Information and Protection of Privacy Act, R.S.A 2000, c.F-25.

Cross References:

Bylaw 22-929 "Records Retention and Disposition"
 Policy 1042 "Access to Information"
 Policy 1038 "Disposal of Surplus Assets and Miscellaneous Goods"
 Policy 01-07 "Bring Your Own Device"

Purpose: To establish policy and procedures pertaining to Greenview's Information Systems Department purchase and issuance of Digital Communication Tools to Councillors and Employees to enable them to efficiently perform their job duties in the office or the field.

1. DEFINITIONS

- 1.1. **Chief Administrative Officer (CAO)** means the Chief Administrative Officer or designate.
- 1.2. **Digital Communication Tools** means Greenview issued electronic equipment, including but not limited to: cell phones, tablets, laptops, cell phone boosters, cellular data, and residential internet plans, installation, servicing, repair and replacement costs, and other digital equipment as required or authorized by the supervisors or the CAO.
- 1.3. **Employees** means a person currently employed by Greenview who has been issued a Digital Communication Device.
- 1.4. **Greenview** means the Municipal District of Greenview No. 16.
- 1.5. **Information Systems Department** means the Information Systems Department of Greenview.
- 1.6. **Lifecycle** means the allotted time a Digital Communication Tool must be kept before being eligible for an upgrade. Current lifecycles are three (3) years for Employees and four (4) years for Councillors so long as the device has not prematurely failed.
- 1.7. **Mobile Device Management Software (MDM)** means software systems which enables Greenview's Information Systems Department to manage Mobile Devices connected to Greenview's network. Functionality includes: provisioning, securing, monitoring and the ability to remotely disable and wipe devices.
- 1.8. **User Authorization Agreement** means an agreement between Greenview's Information System Department, Councillors and Employees who require Digital Communication Tools. All users must follow federal and provincial law as well as Greenview based terms,

conditions, plan limitations, policy and procedures pertaining to Digital Communication Tools usage; violation shall be investigated and could result in disciplinary action, termination, or criminal prosecution.

2. POLICY STATEMENT

- 2.1. Councillors and Employees shall be issued, at the commencement of their position and within the recommended Digital Communication Tools lifecycles, with any Digital Communication Tools required for their position to perform their job duties efficiently in the office or the field as approved by their supervisor or the Chief Administrative Officer. Councillors shall be issued a cell phone, and a laptop and/or a tablet.
- 2.2. Information Systems Department shall purchase and issue Digital Communication Tools to Councillors and Employees so they may efficiently perform their job duties. Any replacement due to loss or breakage will be replaced by the Information Systems Department and charged to the staff member's department or Councillor's budget.
- 2.3. Information Systems Department shall recommend Digital Communication Tools lifecycles that maximize Greenview's return on investment and commitment to fiscal responsibility.

3. PROCEDURE

- 3.1. Councillors and Employees shall sign the User Authorization Agreement prior to being issued Digital Communication Tools.
- 3.2. Equipment that is currently issued to an Employee or Councillor must be returned to the Information Systems Department before new, or alternate, equipment will be issued.
- 3.3. Digital Communication Tools issued to Councillors and or Employees are the property of Greenview and shall be returned to the Information Systems Department upon termination of the individual's position, or at any time, when requested, for the purposes of upgrading, repair, or replacement.
- 3.4. Information Systems does not provide a case and screen protector. It is the responsibility of the department to ensure the Employee's device is protected.
- 3.5. Greenview shall pay/reimburse Councillors and Employees for work-related expenses incurred and related to Digital Communication Tools when authorized by the Employee's Manager or Director. This includes, but is not limited to, charge cords, power adapters, phone cases, iPad cases, etc.
- 3.6. Employees can elect to bring their own cell phone and receive a monthly allowance in accordance with Greenview's Policy 01-07 "Bring Your Own Device Policy."
- 3.7. The Information Systems Department shall review monthly billings to identify any Digital Communication Tool usage concerns, relaying concerns to the appropriate supervisor and/or the CAO.
- 3.8. Councillors may purchase the Greenview digital communication tools they have been assigned at 75% of the purchase price within the first year of service, or 10% of the purchase price after the first year of service. The cell phone number that has been assigned to the Councillor's Greenview phone will be removed from Greenview's list of phone numbers, upon the retirement of the Councillor. All digital communication tools will be returned to

Greenview's Information Services Department to be wiped of all Greenview information before transfer of ownership.

- 3.9. Surplus Digital Communication Tools shall be disposed of in accordance with Greenview's Policy AD 26 "Surplus Assets."

4. SECURITY MEASURES

- 4.1. The Information Systems Department shall record all issuances of Digital Communication Tools and monitor device usage via the MDM in accordance with Policy 1019 "Issuance of Digital Communication Tools."
- 4.2. Changes to the device's security configuration and content may be changed at any time as required by Greenview's Information Systems Department.
- 4.3. The Information Systems Department will not provide technical support for any software that is not work-related.
- 4.4. At the end of employment or tenure as a Councillor, any personal identification or information stored on the Digital Communication Tools shall be destroyed and applicable passwords provided to the Information Systems Department to ensure that the Digital Communication Tools may be properly reset.
- 4.5. When required, Councillors may be issued up to two (2) cell booster or equivalent communication devices to enable cell phone use within Greenview.
- 4.6. All Greenview related content, including but not limited to email, calendars, notes, messages, and closed session agenda packages, are to be considered and treated as confidential.
- 4.7. Greenview shall remotely wipe/erase (i.e. reset it to factory default settings) in case of theft, loss, suspension or termination of employment, virus or malware, security breach, or for any other legitimate reason arising out of administration, legal or criminal proceedings. This will be completed with the use of the MDM.

5. ACCESS AND OWNERSHIP OF INFORMATION

- 5.1. Greenview has exclusive use and ownership of all information and data that is created or stored on Greenview owned Digital Communication Tools.
- A) The only exception is correspondence between Council and residents that has not been shared with Employees of Greenview pursuant to the *Freedom of Information and Protection of Privacy Act*.
- 5.2. In the event that Greenview receives an access request in accordance with the *Freedom of Information and Protection of Privacy Act*, Greenview reserves the right, without notice to the Employee, to scan data, or place a hold, on Digital Communication Tools for any and all relevant information.
- 5.3. Greenview also reserves the right to scan cellular data on corporate Cellphones, without notice to the Employee, if it has any reason to believe that the use of Greenview owned data and information is not being handled or secured in accordance with Greenview policies and bylaws.

5.4. Employees are responsible for preserving and managing records, generated or received, in accordance with Greenview records management policies and bylaws.

6. COUNCIL AND ADMINISTRATION RESPONSIBILITIES

6.1. Councillors and Employees are required to use Digital Communication Tools in accordance with Policy 1019 "Issuance of Digital Communication Tools."

6.2. Employees may be held responsible at the discretion of the Chief Administrative Officer, for the cost of lost, stolen or damaged Digital Communication Tools while in their care.

6.3. Digital Communication Tools are to be used solely by the Councillor or Employee it is issued. Those issued a Cellphone will be held responsible for any and all use or misuse by friends or family members.

6.4. Councillors and Employees shall consult the Information Systems Department when planning to purchase enhanced accessories to ensure compatibility with Greenview's Digital Communication Tools.

6.5. Councillors and Employees shall provide 2 weeks' notice to the Information Systems Department and/or the Chief Administrative Officer of any work-related or any other international travel plans whereby they will be using Greenview's Digital Communication Tools.

6.6. Lost, stolen or damaged Digital Communication Tools shall be immediately reported to the Information Systems Department and the Employee's supervisor.

A) The Information Systems Department shall respond to these situations in accordance with direction received from the Employee's supervisor.

B) Disciplinary action may be taken in response to lost, stolen, or damaged Digital Communications Tools due to Employee negligence or willful misconduct.

C) Submit an employee incident report and obtain direct supervisor approval to get the Digital Communication Tool repaired. If a mobile device is beyond repair, Information Systems will, with approval from the employee's manager, replace the device with the cost being covered by the Employee or Councillor's department budget.

6.7. It is the responsibility of the Councillor or Employee to regularly backup all personal information stored on Digital Communication Tools. The Information Systems Department is not responsible for any lost data, including but not limited messages, contacts, calendars, photographs, videos, and music.

6.8. Councillors and Employees agree not to install software which allows the user to bypass standard built-in security features and controls. Mobile devices will be removed from accessing Greenview's resources and may be remotely wiped.

6.9. Councillors and Employees shall not allow third-party service providers control of or access to the Digital Communications Tools, without first consulting the Information Services Department.

6.10. Councillors and Employees shall at all-times ensure Digital Communication Tools are secured by a passcode, password, fingerprint ID, facial recognition, or another similar security mechanism to prevent unauthorized access.

7. EMPLOYEE NON-COMPLIANCE

7.1. The CAO will be advised of any breaches of Policy 1019 “Issuance of Digital Communication Tools” and will be responsible for appropriate remedial action, which may include revocation of the privilege to use Greenview’s Digital Communications Tools.

8. COUNCILLOR NON-COMPLIANCE

8.1. Council will be advised of any breaches of Policy 1019 “Issuance of Digital Communication Tools” and will be responsible for appropriate remedial action for Councillors and the CAO, which may include revocation of the privilege to use Greenview’s Digital Communications Tools.