

POLICY

University: <input checked="" type="checkbox"/>	Division: Administration
Subject: Staff Mobile Phone Policy	
Policy Number: Click here to enter text.	Supersedes: Click here to enter text.
Effective Date: 6/1/2019	Previous Issued: Click here to enter text.
Responsible University Official: Patrick Frontiera	
Responsible Office: Campus Business Services	

1. INTRODUCTION

LMU strives to provide staff members with the technology tools they need to do their jobs, to treat staff members in similar roles equitably, and to use its resources wisely. Generally, for all LMU staff members, the worksites have phones available that are for your business use and there should be no required business reason for you to use your personal mobile phone while on campus. Nevertheless, the University recognizes that mobile phones are omnipresent and that many staff members are increasingly turning to their personal mobile devices to conduct University business or, conversely, conducting personal business on their University-issued devices. This policy seeks to

- Conserve resources through the implementation of an allowance program that will subsidize a portion of an eligible staff member’s mobile phone expenses when they are required to use their personal mobile phones for work purposes.
- Support staff members’ business technology needs by providing users with enough flexibility to choose devices and service plans that meet their personal and family requirements.
- Define eligibility requirements for LMU’s staff mobile phone program, so that they can be consistently applied across LMU campuses.

2. POLICY STATEMENT

Portions of the use of a mobile phone by an eligible staff member is for the benefit of LMU. All staff members must meet specific job-based eligibility criteria to receive either a University-issued mobile phone with service or a University-provided mobile service allowance.

LMU defines staff who are “eligible” to apply for a mobile service allowance or a University-issued mobile phone as the following:

- A. 24/7 access staff members: day to day job responsibilities require routine response to urgent (action required in response within 30 minutes) University business at any time of the day or night. Please note that no nonexempt staff member is to have 24/7 access unless specifically designated in advance, in writing, by his or her supervisor. Nonexempt staff members who are designated as having 24/7 access and/or responsibility and access during non-scheduled work hours are entitled to all appropriate overtime as defined by law and pursuant to University policy. Nonexempt staff members will be informed of these issues when designated as 24/7 access. All other nonexempt staff members are prohibited from 24/7 access and are generally only to conduct University business during regular working hours.

- B. Staff members with remote business responsibilities: job requires routine field work or travel that necessitates communication in real time with the main office to give or receive direction.
- C. Other business cases proposed and justified by direct supervisor and approved by a Senior Vice President/Executive Vice President.

In all cases, nonexempt staff members may not use their personal devices for business purposes outside of their normal work schedule without authorization in advance from management.

While at work, staff members are expected to exercise the same discretion in using mobile phones as is expected for the use of University phones. Excessive personal calls during the workday, regardless of the phone used, can interfere with staff member productivity and be distracting to others. Staff members are encouraged to make any personal calls on non-work time when possible and to ensure that friends and family members are aware of the University's policy.

All staff members are expected to follow applicable local, state and federal laws and regulations regarding the use of mobile phones at all times. Further, the staff member is expected to use his or her devices in an ethical manner at all times and adhere to all applicable University policies in its use including, but not limited to, this policy, the LMU's electronic communications policy, and LMU's anti-harassment and discrimination policy.

Because such devices are frequently lost or stolen, staff members must take adequate precautions to secure their device against theft, loss or unauthorized use including, but not limited to, the following: (1) use a strong passcodes to protect their device(s); (2) physically secure their device against theft, loss, or unauthorized use; (3) not use any cloud-based storage or services to store LMU data without approval of LMU's ITS Department; and(4) immediately report lost/stolen devices. Please see Appendix A for further security details.

Staff members must understand that they are to remotely wipe their personal mobile device(s) if (1) the device is lost; (2) the staff member terminates his or her employment; or (3) ITS detects a data or policy breach, a virus or similar threat to the security of the company's data and technology infrastructure.

Staff members must also understand that any LMU data on the staff member's device remains the sole property of LMU. Accordingly, the staff member should have no expectation of privacy related to any LMU data or other information on the staff member's device.

Staff members whose job responsibilities include regular or occasional driving may not use a mobile phone while driving for any reason. This includes using, sending or reading or review of text messages or e-mails. Staff members who are charged with traffic violations resulting from the use of a mobile phone while driving will be solely responsible for all liabilities that result from such actions. Violations of this policy will be subject to disciplinary actions, up to and including termination of employment.

Staff members authorized to use their personal mobile phones for LMU business will be reimbursed for such use through a Mobile Service Allowance.

For Mobile Service Allowance

- The allowance is to help offset the cost of the monthly business usage of a voice and/or data plan and the cost of a mobile device. Simple convenience is not a criterion for a mobile phone allowance. Rather, a mobile phone allowance is only provided where the use of the personal mobile phone device is required by the University.
- Allowances are not taxed; however, will be processed through payroll and paid bi-weekly. Documentation will be required upon granting an allowance and will be subject to annual audit.
- Mobile phone equipment, accessory and app costs are the responsibility of the staff member; the staff member is responsible for any loss, theft, or damage. The phone must be able to run current operating systems and software.
- Mobile service allowance recipients must meet University data security and software requirements as determined by LMU ITS (see Appendix A).
- The allowance level will be determined at the discretion of the supervisor.
 - **Level 1 (normal use):** \$30/month
 - **Level 2 (heavy use):** \$60/month
- The amount of the allowance is not to exceed the staff member's monthly service plan cost. Further, staff members who believe their actual cost of required business use of a personal mobile phone is higher than the allowance level determined should immediately contact Human Resources and provide supporting documentation for their claim; generally, use should not exceed the above reimbursement amount, if at all, without advance approval.
- The staff member must retain an active mobile phone contract as long as a mobile phone allowance is in place. The staff member must provide their manager and Human Resources with their current mobile phone number and immediately notify both parties if the number changes.

For a Device and Service Provided by LMU

- The use of a device and service provided by LMU is primarily reserved for
 - Organizations that have multiple staff sharing a single device for on-call rotations
 - Senior University Administrators and Deans
 - Emergency responders, for example: Chief of Public Safety, Staff Physician, and the Director of Student Psychological Services
- Staff members with extraordinary mobile device requirements for which an allowance may provide insufficient coverage, may be approved for a University-issued device by a Senior Vice President/Executive Vice President.

Other Forms of Payment

- Eligible staff who receive an allowance are prohibited from seeking reimbursement for regular monthly mobile phone use by other means such as Pcard or direct billing. Such staff members may, however, contact their immediate supervisor if they believe the amount of allowance provided is insufficient to cover actual business use.
- Ineligible staff members who incur infrequent but significant personal communications expense while performing University business (e.g., while traveling) may submit an expense report with proper supporting detail seeking reimbursement of the cost in using their personal mobile

phone for business purposes.. This option is intended for infrequent, extraordinary business use of a personal device. Staff members should remember that, as a general rule, they are to use any business or hotel phone available and not their personal mobile phones.

3. SCOPE

The policy applies to all LMU staff members.

4. DEFINITIONS

Eligible Staff: LMU defines staff who are “eligible” to apply for a mobile service allowance or a University-issued mobile phone as the following:

- A. 24/7 access staff members: day to day job responsibilities require routine response to urgent (action required in response within 30 minutes) University business at any time of the day or night. Please note that no nonexempt staff member is to have 24/7 access unless specifically designated in advance, in writing, by his or her supervisor. Nonexempt staff members who are designated as having 24/7 access and/or responsibility and access during non-scheduled work hours are entitled to all appropriate overtime as defined by law and pursuant to University policy. Nonexempt staff members will be informed of these issues when designated as 24/7 access. All other nonexempt staff members are prohibited from 24/7 access and are generally only to conduct University business during regular working hours.
- B. Staff members with remote business responsibilities: job requires routine field work or travel that necessitates communication in real time with the main office to give or receive direction.
- C. Other business cases proposed and justified by direct supervisor and approved by a Senior Vice President/Executive Vice President.

Routinely: for purposes of this policy, part of a staff member’s regular day-to-day job responsibilities. While this will vary by role and unit, units are encourage to think of “routine” as multiple times per week and regularly recurring over a calendar year period.

APPENDIX A

Information Technology Services Information Security Requirements

The following are mobile security requirements established by LMU ITS department. The requirements apply to all mobile devices that may store or process LMU confidential information, regardless of whether they belong to or are paid for by LMU.

All mobile devices that may store or process LMU confidential information must:

- Be configured with a passcode or PIN at all times
- The passcode or PIN must be of at least 4 digits long
- The mobile device must have encryption-enabled, if possible
- Be configured to self-erase after 10 consecutive bad passcode or PIN login attempts
- Have a remote-wipe capability enabled
 - For iPhones, activate “Find my iPhone”
 - For Android phones, activate “Find my Phone”
- Have a screen lock with maximum of 5 minutes of inactivity period
- The password or PIN must be kept private
- The password or PIN must not be shared with anyone while it is configured to access LMU’s systems and information

Staff must wipe LMU data from their phones (personal or LMU-issued) when they are no longer actively using that data for their current LMU role, e.g., when they leave the University, switch devices, give their phones away, turn in phones to Verizon/AT&T, etc.

In the event that a phone with LMU data is lost or stolen, the owner must remotely wipe all data from the device and notify LMU ITS immediately.

LMU has the right, at any time and without notice, to suspend or deny access to LMU’s resources, including email and mobile applications that fail to meet LMU security standards for mobile security.

APPENDIX B

Approval Process and Annual Review

Approval Process

Department Heads requesting an allowance for a staff member will submit a Mobile Device Allowance Request Form to the Division's Budget manager, indicating the level of allowance being requested and the business purpose/justification. The applicable allowance amount should be the least expensive level that will be necessary to accomplish the job.

Once reviewed and recommended by the Budget Manager, Director, and Vice President/Dean of the unit, the request form will be submitted to Human Resources for processing.

Department Heads requesting a university-issued phone for a staff member whose role meets specific criteria as outlined in the Staff Mobile Phone Policy will submit a Mobile Device Request Form with all necessary signatures to Campus Business Services.

Documentation

When a department issues a mobile phone allowance to a staff member, the budget manager is responsible for retaining documentation that the staff member's phone bill does not exceed his or her allowance.

Annual Review

Departments will review a list of allowance and university-issued phone recipients annually to ensure that a business purpose continues to exist and that the amount of the allowance or issuance of a university-owned phone is still appropriate and/or necessary in order to accomplish the job. This annual verification will be submitted to Human Resources by May 15th or the allowance will terminate after the last pay period of that fiscal year. Termination of the allowance is required at any time if the business purpose no longer exists.

APPENDIX C

Frequently Asked Questions

1. Will all current university-issued cell phones be converted to personal accounts?

No. Budget managers and department heads will be responsible for reviewing the new eligibility requirements to ensure that the job function is eligible for an allowance.

2. How do I know if I am eligible for a mobile phone allowance?

Your dean or VP will be responsible for determining whether a staff member should receive a mobile phone allowance and will notify you in writing if you are eligible.

3. What if my cell phone is lost, stolen, or damaged?

The costs associated with a lost, stolen or damaged phone is the responsibility of the owner. We recommend using a portion of your monthly allowance to purchase insurance for your mobile phone.

4. How do I begin receiving my monthly cellular phone allowance?

Complete the Staff Mobile Phone Allowance request form, obtain the appropriate signatures, and return it to Human Resources. If the form is properly completed and approved, the allowance will be applied beginning the next pay period.

5. What happens if I currently have a cell phone paid for by the university but it is determined that under the new eligibility requirements my position no longer requires a cell phone for university business?

The department head or budget manager will notify Campus Business Services. The university can either cancel the service or if the staff member would like to continue with the service, Campus Business Services will assist in moving the account to a personal one, retaining the existing telephone number.

6. Will I have to pass a credit check when I take financial responsibility for my cellular account?

Yes, all cellular vendors currently require that you pass a credit check.

7. Will I be eligible for LMU staff member discounts?

Yes, LMU staff members can still get the designated monthly plan discounts associated with each carrier.

8. What options are available if the staff member currently has a university-issued cell phone that they want to convert to a personal phone and be eligible for an allowance?

How does a university-issued phone get changed to a personal one? Is there one process to accomplish changing an account from an LMU to a personally owned one?

Because the university has contracts with Sprint and AT&T, there will be different processes. Once eligibility is determined and the request form is complete, Campus

Business services will contact the user to determine next steps. The actual process will vary and involve both staff member and Business Services tasks to complete.

Will the equipment be changed when the account is changed?

If you are satisfied with the equipment and carrier, it will be moved to a personal account as is. If, however, you wish to switch to a new carrier, Campus Business Services will work with you to identify carrier customer service contacts to pursue other options.

What if I want to remain with the carrier but purchase new equipment?

The purchase decision is made by the staff member. The university will not be responsible for the purchase of new equipment.

What if I have a personal phone already and do not want to retain the university phone?

You can choose to stay with the carrier of your choice and we will work with you to “port” the university number to a personal account if you wish. Or you can maintain your personal number but must notify the university of the new number. The university account will be cancelled. The university will then work with you on an appropriate allowance, if any.

What if I want to change my carrier and plan?

Once the account is in the staff member’s name, the staff member can choose the plan, carrier, and equipment. It is possible to “port” the number to another carrier. The staff must maintain whatever requirements are necessary to successfully complete LMU business as per eligibility for allowance.

9. How is the usage of a staff member’s mobile phone for business purposes determined?

The budget manager and supervisor will determine whether a staff member’s position requires regular business use of a personal phone and, if so, whether it is considered on a “normal” or “heavy” basis at their discretion. In general, normal and heavy use is defined as follows:

Normal use: An individual whose position requires them to periodically answer phone calls outside of their normal business hours or is regularly expected to answer calls on their mobile phone during their normal business hours (e.g., because they routinely travel out of the office).

Heavy use: An individual whose job requires them to use their mobile phone as their primary communication device for both phone calls and emails.

The supervisor will inform an eligible staff members of his or her designation. All staff members who are not designated as such are, in general, prohibited from using their device for LMU business purposes. Staff members who believe they have been improperly designated, or not designated, should immediately contact their supervisor and/or LMU HR with supporting documents for their position.

10. Is the allowance I receive for my mobile phone and service plan taxable?

No. The allowance amount is not taxed to the extent that it does not exceed expenses the staff member actually incurred in maintaining the cell phone.

11. Are there retirement contributions or other benefits associated with the mobile phone allowance?

No. The allowance is not part of a staff member's salary. It is not included when determining benefits or pay increases.

12. Can I use my personal cell phone for LMU business purposes if I have not been informed that I am eligible for an allowance?

No. In general, unless a staff member has been informed that the staff member is eligible for a cell phone allowance, a staff member is prohibited from using a personal cell phone for LMU business purposes. Staff members who believe they are nevertheless required to use their personal cell phone for business purposes should immediately contact their supervisor and/or LMU HR with supporting documents for their position. Further, nonexempt staff members should never use a personal cell phone for business purposes outside of regular working hours unless they have been advised, in advance, by a manager that they are authorized to do so.