# Mobile Telephone & Mobile Access to Harker network policy

## Who is covered for Harker supplied tools?

Those who have mobile communication as a required part of their job will usually be expected to carry a mobile phone (or other device) for one or more of several reasons:

1. Frequent need for contact during the working day, but either no fixed office/phone or frequently moving among campuses
2. Frequent need for direct outside contact (parents, vendors, donors, media) outside of the time they would normally be expected to be at an office phone
3. Frequent need for contact while off campus at conferences, international travel, etc.
4. Frequent need for remote access/remote control of Harker networked devices
5. If the need defined in items 1-4 above includes either high need for email/web productivity or remote control, a “smart phone” will normally be preferred

All other users will be considered “convenience” users

## What will be supplied for those who are covered as job required users:

### Mobile Phone without data plan

Users who are determined to have an institutional requirement under items 1-4, and who do not have an institutional need for a “smart phone.”

### Mobile Phone with Data Plan

All mobile phones with connections to Harker resources will be required to have a password meeting appropriate complexity standards and have the ability for Harker to remotely wipe all contents of the phone if lost, stolen, etc.

### Mobile Phone with Data Plan and Internet tethering

As mobile phone, but includes the ability to provide Internet access for other devices

1. Harker provided phone
   1. Personal calls/texts limited as defined in Personnel Handbook 5.24
   2. Non-exempt staff
      1. Stored at or near point where day normally starts/ends
      2. Pick up at beginning of shift – drop off at end of shift (employee may take phone home at manager’s discretion, particularly if start and end of work day locations are unpredictable)
2. Personally owned phone – requires departmental approval
   1. Mobile number may be published in directories as Harker sees fit
   2. Mobile carrier, and phone make and model must be on Harker’s approved list
   3. Signed agreement regarding use
   4. Reimbursement as per schedule
3. Features required by a department will also be required on a personally owned phone to be eligible for option 2 above
   1. Required features by department on a phone with no data plan may or may not include: Push to talk, GPS – online directions, Texting, Other
   2. Required features by department on a phone with data plan may or may not include the above features plus: Instant Messaging, Skype, Email application connection to Exchange, GPS – online directions, Ability to provide “tethered Internet access” for another device, Other

## Data Plan only coverage (mobile data card)

Data plan only coverage is currently required in the following cases:

* Continuity of Operations – at least one per campus
* Outside access for testing remote access – at least one in Tech Services and one in Net Admin
* Occasional loaner for traveling exempt staff not included above

ITSS will maintain a pool of cards for these purposes. It is assumed that most users with high need in this area will be covered above in the Mobile Phone with Data Plan and tethered Internet access and therefore only a minimal number of these cards should be necessary. Requests to use for incidental travel should be filed as tech requests.

## How will coverage be determined?

In order to cover a specific job category for Harker phone/reimbursed coverage, the department manager will determine budget availability and anticipated productivity gains. Approval of the plan will rest with the responsible Assistant Head or Head. This approval will normally attach to the job description in Human Resources.

## How will reimbursement occur?

If a Harker employee whose job description requires the use of mobile communication is permitted to use option 2 at their manager’s discretion, a note will be added to their personnel folder announcing the change. In order to be reimbursed, they will present a copy of a phone bill to the registered number for the period covered. Reimbursement shall be made per the schedule.

## Convenience access for mobile devices to Harker network.

Recognizing that there are definite productivity and convenience advantages for other Harker employees to have remote access to resources including email, user folders, etc., The Harker School will routinely approve requests for those individuals who have @harker.org addresses to connect directly to Harker’s email server.

All such users will be required to sign an agreement containing at least the following elements:

1. Mobile carrier, and phone make and model must be on Harker’s approved list
2. A password of appropriate complexity must be in place
3. That they will notify ITSS as soon as it is known that the phone is lost or stolen
4. That the phone can be wiped remotely at Harker’s sole discretion
5. That all Harker data will removed by Tech Services on termination of employment
6. Recognition that support will be provided strictly on an “as available” basis and only during normal working hours
7. This service is provided solely as a convenience and may be terminated at any time

## Transition Planning

All current Harker provided phones will be reviewed for “necessity” and job description / department level decisions made.

Existing convenience users will be asked to sign the agreement. Existing users of Harker supplied phones desiring to change to personal phone will be accommodated as the existing contracts expire. Harker will cooperate and provide any necessary paperwork to facilitate the “transfer” of the number.

It may be necessary to limit the number of convenience access setups that can be done per month. If limits are necessary, order will be based on perceived productivity gains.

Blackberry Enterprise server “lite” will be added to Harker’s Exchange server to simplify BlackBerry access and control.

All phone management to be handled by NetAdmin. Budget to be incorporated in NetAdmin. Extraordinary changes/additions may require reallocations of funds.

## Reimbursement Schedule:

As determined by Business Office

## Schedule of approved carriers/devices

As published in Fac/Staff portal by NetAdmin