THE AMERICAN UNIVERSITY IN CAIRO
الجامعة الأمريكية بالقاهرة

Integrated Communication Device Policy

Policy Statement

This policy addresses all communication devices given that the division between 'phones' and 'computers' is becoming increasingly vague and because a comprehensive policy is needed to fully address the University's multifaceted communication needs. The devices covered in this policy include desktops, laptops, tablets, smart phones, as well as conventional cell phones.

Reason for Policy/Purpose

The below policy provides rules and regulations for obtaining communication devices and services. Departments and offices may establish more restrictive device procedures and policies.

Who Approved This Policy

Executive VP for Administration & Finance	Mr. Brian MacDougall
Date:	10 December 2013
Chief Technology Officer	Ms. Nagwa Nicola
Date:	10 December 2013

Who Needs to Know This Policy

This policy pertains to all University employees who use electronic communication devices for work purposes. This includes those who have University-issued devices and those who receive compensation for professional use of personally-owned devices.

Web Address for this Policy

http://www.aucegypt.edu/about/policies/Pages/default.aspx

Contacts

Responsible University Official: Nagwa Nicola, Chief Technology Officer

Responsible University Office: Office of Information Technology

If you have any questions on the policy or procedure for the Communication Device policy, you may:

1. Call at Ext. 3525, or
2. Send an e-mail to nagwa_n@aucegypt.edu

Definitions

Term (alphabetical order)	**Definition as it relates to this policy**
Basic Phones	Telephones that usually have texting and a few other simple features.
Device	Any electronic communication device. This includes cellphones, smartphones, tablets, computers, and desktops.
Regular Smart Phones	Telephones that usually have texting, Internet connectivity, and photo cameras.
Upscale Smart Phone	Telephones that usually have texting, 3G Internet connectivity, and video cameras.

Policy/Procedures

1 - General Device Holder Restrictions

Mobile devices other than laptops are generally restricted to key positions where it is important to be able to reach the individual and for the individual to be able to reach his/her office at any time. Apart from senior executives, these devices can also be supplied to employees whose jobs require them to be extensively on the move and contactable at all times. More specific guidelines are outlined in sections 1.1 and 1.2.

1.1 - Telephone Device Classifications

Employees will be assigned different mobile telephonic devices depending on a tier classification. The University recognizes these devices as falling into three categories.

Tier 1: "Upscale Smart Phones"
These devices usually have texting, 3G Internet connectivity, and video cameras.
Tier 2: "Regular Smart Phones"
These devices usually have texting, Internet connectivity, and photo cameras.
Tier 3: "Basic Phones"
These devices usually have texting and a few other simple features.

1.2 - Telephone Device Eligibility

Employees will be eligible for different levels of telephone devices depending solely on their critical need and not their seniority or any other factor. For an employee to receive a mobile device, the relevant department head must indicate that 1) there is a critical need for the employee to have a University-provided phone, 2) that using a personal device and line is too burdensome or otherwise inappropriate, and 3) that the employee requires a certain device and not a more economical substitute - either on the same tier or a lower one.

Employees can take custody of different devices depending on their critical need and area head approval:

- **Tier 1**: The department head recognizes that the employee requires mobile high speed Internet connectivity, high-level processing power, the ability to use applications, and the ability to record video and that using a personal device is overly burdensome or otherwise inappropriate.
- **Tier 2**: The department head recognizes that the employee requires occasional Internet connectivity, mid-level processing power, and the ability to take photos and that using a personal device is overly burdensome or otherwise inappropriate.
- **Tier 3**: The department head recognizes that the employee requires basic talk and text capabilities and that using a personal device is overly burdensome or otherwise inappropriate.

1.3 - Non-Telephone Device Limitations

Each employee shall be limited to one 'computing package' in addition to their University-provided mobile phone. This should not be taken to mean that each employee is *entitled* to one computing package but that each employee may possess a maximum of one computing package. It is up to the department head to assess and communicate the computational needs of their employees. The computing packages available to employees are:

1. Tablet device such as an iPad
2. Laptop with docking station
3. Desktop computer

Any 'extra' non-phone device must be acquired at the cost center level and shared collectively and should not be used exclusively by one person. Each cost center must create a catalogue of these devices for all members of the cost center to see. This is meant to prevent devices from being used exclusively by one person or having the device 'lost' within the organization. Ideally, this list should be maintained by the relevant Administrative Assistant.

1.4 - Personally Owned Devices Used for Work

It is permissible for individuals to use their personal devices for professional purposes if they feel the need to do so. Those who use personal devices for work must be aware that:

1. Employees are responsible for ensuring that proprietary University information is protected.
2. The University will not purchase voice and data services and will instead provide partial monetary compensation for any services. This procedure is outlined in section 7.2.
3. Devices will remain in the custody of the purchaser and are not University property.

1.5 - Current Device Holders

Employees who currently have devices that exceed their level of need as outlined here may keep their devices for the time being. However, the University will not supply a similar replacement for those devices. All replacements will be done according to sections 1.2 and 1.3.

2 - Authorization for Supply of Electronic Communication Devices

Allocating a mobile phone to an employee at University expense requires the approval of the related Area Head and the Chief Technology Officer.

3 - General Guidelines Purchasing and Procurement

Equipment and service procurement must adhere to the following guidelines:

1. Mobile telephones, smart phones, data plans, and/or mobile Internet access cards must be purchased through the Supply Chain Management Office. As with the usual acquisition process, the Supply Chain Office will check to see if a similar device is in storage. Purchasing a new device when a similar one is available internally is a policy violation and can result in disciplinary action.
2. The lines required to operate these devices must be purchased through the Information Technology campus telephone services office. SCM and IT telephone services offices are responsible for obtaining competitive prices and service contracts for these services. The associated charges will then be billed directly to the departments' and offices' accounts.
3. *Direct purchase of services or equipment by a department is prohibited*. Departments and offices are responsible for establishing a pre-approval process for both university provided equipment and allowances. This process must include approval by the Area Heads or their designee.
4. Phones purchased with points or part of a package will oftentimes come with extra devices and services such as USB mobile internet sticks and services. These devices cannot be retained by the employee unless approved through regular channels. The extra items should otherwise be released into the custody of the Personal Inventory and Warehouse Control Office.

3.1 - Procedures for Purchasing New Devices

The following procedures are to be followed when purchasing new devices.

1. The Chief Technology Officer shall review and approve, prior to purchase, requisitions for IT products or services with an individual or combined value. Combined value means multiple requisitions submitted at approximately the same time for IT products and services related to the same application or project. The combined value of these requisitions shall be used to determine whether or not review is required.
2. After securing the department and area head approvals, requisitioners should send email or hard copy correspondence to the Chief Technology Officer for review and approval. Correspondence should include the reason for the requisition(s), including timeline. A copy of email approval should be included with the requisition (SAP PR) submission to SCM Procurement Office. Requisitioners are responsible for identifying related requisitions so that combined value is readily identifiable by the Procurement Office.
3. Requisitions received which have a copy of email or other indicator of review and approval by the Chief Technology Officer may be processed. Requisitions received without evidence of review and approval may be processed, however, the purchase order(s) may not be issued until there is evidence of the CTO's and the related area head's review and approval.

3.2 - Procedures for Replacing Old Devices

Users may occasionally replace their mobile devices. The criteria for replacing a device can be in the following circumstances:

1. Three years after the initial purchase of the device.
2. The phone becomes obsolete to the point where the user is no longer able to fulfill their *professional responsibilities*.
3. The device becomes broken, damaged, or otherwise nonfunctional.

Upon replacing a device, the old device must be immediately transferred back to the Personal Inventory and Warehouse Control Office.

4 - Mobile Business Lines

The University will only pay the minimum line charge that will allow for free intra-network business calls. Exceptions can be made for those who prove that they make frequent internetwork business calls during non-working hours or while away from the office *to the extent that the minimum compensation is grossly insufficient*. The department head will be the arbiter of this and can approve larger sums.

5 - Mobile Data Plans

Mobile data plans are a particular concern given the possibility for exorbitant overage charges. The University should avoid purchasing data plans that charge overages and instead purchase plans that slow down internet speeds once a certain limit is reached whenever possible. If the University does purchase a plan with overages, any overage charges will be deducted from the device user's salary.

5.1 - Mobile Data Abroad

Use of mobile data abroad has historically lead to large unintended expenses. To combat this problem, device users must switch off mobile data while abroad and use other means of accessing the Internet such as WiFi.

Departments or related units who feel that they need mobile internet while abroad are encouraged to purchase MiFi devices to cut expenses. MiFis are external pieces of hardware that allow for affordable mobile data access internationally. These devices should be kept in a central location such as the Administrative Assistant's desk so that all members of an area can access one when needed. The Administrative Assistant or individual in a similar position is responsible for keeping track of MiFi devices.

Any charges that result from mobile data roaming other than from MiFi will be immediately deducted from the device user's salary. Repeated violations can result in losing custody of the device and other disciplinary action.

6 - Accounting for Electronic Communication Device Charges

The acquisition, subscription, and call charges of electronic communication devices are accountable to the unit or department to which the device custodian belongs. To that end, it is necessary for each unit or department to have an individual employee associated with each line so that individuals are held responsible for policy transgressions. Communal items like MiFis, 'extra' tablets, and their associated lines are the exception to this rule.

6.1 - University Provided Equipment Fees

Employees are responsible for the timely review and approval of monthly statements to substantiate the business use and to reimburse the University for any charges over the approved limit. The department head is responsible for ensuring that employees routinely review their statements and that any additional charges from personal use are reimbursed in a timely manner.

To combat abuse and overuse of communication devices, The Office of Information Technology has been requested to issue to each department head, monthly statements showing the actual and average monthly cost of local and international calls for each mobile phone holder in his/her area. Unit Heads are requested to follow up with the individual's concerned usage, which lies outside the normal pattern described above. The Office of IT also reserves the right to audit any abnormal or suspicious charges.

The maximum service charge provided by the University is 400 LE per month (including taxes) per cell phone or any device. Any charges above this range will be deducted from the user's salary. There are no exceptions to this rule.

6.2 - Use of Privately Acquired Communication Devices

For some service employees, there is not a sufficient need for them to be supplied with mobile phones or other electronic communications devices at AUC expense, but it has been determined beneficial to the university that they use their devices from time to time for business purposes. The employee is then responsible for purchasing their own device.

For these selected categories, AUC will pay for local calls up to a maximum of LE 100 per month after securing the appropriate approval of the departments and area heads. The amount is intended to offset the business use of these devices/service and not as a reimbursement for the fixed acquisition cost. Departments and unit heads, in consultation with their relative area heads, may increase or decrease compensation but Departments must first secure approval from their area heads.

This compensation also extends to international calls. However, the employee must prove that international phone calls are for legitimate business purposes and that it was not possible to make the call through a *cheaper service such as Skype or Google Talk.*

7 - Best Practices Manual

The Office of Information Technology has produced a best practices manual outlining how employees are to use their mobile devices. This will be posted online and each employee receiving a new phone must review this document before using their device. Employees who fail to abide by the guidelines are responsible for any unintended expenses that result from failure to abide by the manual. Repeated or severe policy violations can result in the device being taken away.

8 - Custody of Mobile Phones:

By receiving the required device that has been acquired at AUC expense, the holder accepts responsibility for the safekeeping of the device. *AUC shall replace or repair lost, stolen, or damaged devices at the expense of the individual concerned*. The only exception to the foregoing is for replacement or repair of devices whose malfunctioning results from manufacturing defects beyond the user's control.

Employees should never loan their University wireless equipment to anyone other than other employees. Employees remain responsible for all use of their wireless device. Employees should immediately report any theft or loss of University wireless device to Telephone Services and Inventory Control Office. Upon separation from University service, employees must return University wireless devices to their department.

The holder who passes on his/her device to another employee for business use remains liable for the safekeeping of the headset unless written acceptance of responsibility has been received from the transferee and sent to the Inventory Control office.
Anyone presently in possession of one of these devices supplied at AUC expense that does not wish to accept custody responsibility should hand back his/her headset to his/her department without further delay.

Forms

NA.

Related Information

The 'Best Practices for Device Custodians' document can be found at http://www.aucegypt.edu/about/policies/Pages/default.aspx.
Step-by-step instructions on how to turn roaming off on different smartphones and devices can be found at http://telecom.aucegypt.edu/

Appendix

BEST PRACTICES FOR DEVICE CUSTODIANS

1 - Understanding the Device

Employees who take custody of University-provided mobile devices are responsible for reading and understanding the devices user's manual and any other relevant documentation. Users who incur unintended expenses as a result of not understanding their devices are still liable for overages.

2 - Custody of Mobile Devices

Employees who have custody of University-provided mobile phones should be keenly aware that *the device remains University property* and is not personal property or a fringe benefit. Employees must therefore adhere to the following best practices:

1. Mobile devices must remain solely in the custody of the designated employee.
2. Mobile devices may not be shared with non-University employees..
3. Mobile devices can be occasionally used by other University employees for professional uses but they must remain in the custody of the holder.
4. Mobile devices must be returned to the University's Personal Inventory and Warehouse Control Office if the employee receives a replacement device or otherwise stops using the device.
5. Mobile devices must be returned to the University's Personal Inventory and Warehouse Control Office if the employee separates from the University or moves to a position that does not require a mobile device.

3 - Mobile Data While Abroad

University employees may not use mobile data while abroad because of the expense of data roaming. To eliminate the risk of Employees are required to turn off their device's mobile data function while abroad and use local WiFi. Employees who feel that they need mobile internet are encouraged to use MiFi devices.

4 - Alternative Telecommunication Methods

Employees are encouraged to utilize alternative communication methods such as Skype, Google Talk, and WhatsApp, particularly for international communication.

History/Revision Dates

Origination Date: February 26, 2013

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Next Review Date: November 11,2014