



To: Council
From: Loriann Harbers, Director of Corporate Services/Clerk
Date of Meeting: July 13, 2022
Subject: By-law No. 2022-055 Adopt a Mobile Device Policy

Recommendation:

That By-law No. 2022-055, being a by-law to repeal By-law No. 2019-040 and to adopt an updated Mobile Device Policy be read and passed in open Council, signed and sealed this 13th day of July 2022.

Executive Summary:

Mobile device access including tablets and smartphones is necessary for effective and efficient Township related business and communication. As such, Township adopted a Mobile Device Policy in April 2019. As a result of IT provisions, time management and a comprehensive review of the program, an updated policy has been prepared for Council's consideration.

Background:

In 2019, Council adopted a Mobile Device Policy that:

- enhances corporate data and network security;
- reduces and protects against possible legal and other exposures related to using the Township's Mobile Devices; and
- improves management and control of mobility costs.

The 2019 Mobile Device Policy provides for Corporate-issued devices as well as a "Bring Your Own Device (BYOD)" option where approved recipients have their personal devices enrolled into the Township's system (for security purposes) and are compensated \$30 per month for this use.

At this time, there are 33 BYOD phones enrolled in the program (17 are firefighters). Additionally, there are 17 Corporate-issued devices (1 firefighter).

The management of the BYOD program has become onerous and time consuming. The program generates several requests for IT support in a given month. This is particularly challenging as our IT Coordinator must become familiar with every one of the multiple types of phones being used/replaced and various types of software upgrades.

In 2020, a Service Delivery Review was conducted, and Mobile Device usage was hugely supported as a means of efficiency. However, the existing policy was identified as problematic.

“iv. Cellphone Policy Needs to Be Reviewed

Should the Township move to mobile applications, the current cell phone policy, whereby staff and Council have their own phone and get reimbursed, will likely need to be changed. We are of the opinion that this policy represents risk to the municipality, particularly for freedom of information requests.

The utilization of personal phones for work purposes is not problematic from a “security” perspective. The Township has implemented Mobile Device Management and has ensured that the network is secure. The challenge becomes one of ownership of the information when using one’s own phone and accessing such information for legal and information purposes. This is particularly challenging in an investigation, freedom of information requests and does not survive upon termination.”

For the reasons indicated above, it is staff’s recommendation that the Mobile Device Policy be updated to remove the BYOD component completely. In future, eligible recipients will receive a Corporate-issued device if they meet established criteria. There will no longer be an option for BYOD.

All existing BOYD participants will be permitted to continue as they are, however, will be replaced with Corporate-issued devices as they fail or when staff changes occur.

Staff efficiencies will be realized as there will no longer be a need for staff to investigate each type of phone and the assorted software requirements associated with the various operating systems.

Alignment with Community Strategic Plan:

Goal 2: Sustainable Infrastructure

Objective 1.1: Implement Service Delivery and Policies Review

Risk and Asset Management Considerations:

The updated policy protects the Township from security breaches, provides records management control and will reduce the amount of staff time required to address BYOD support requests.

Options:

1. That Council adopt the updated Mobile Device Policy with the removal of the BYOD component.
2. That Council not adopt the revised policy and things remain status quo.

Financial Impact:

Presently the Township spends approximately \$55,000 per year on mobile device management, save the Fire Department. This includes the device cost, monthly cost, and licence and security fees.

Going forward costs may increase incrementally as BYOD devices are replaced with Corporate-issued devices. Presently, BYOD recipients receive \$30 per month and the cost of a Corporate-issued Device is approximately \$45 per month (this does not include the cost of the device).

Others Consulted:

CAO

Device Policies from the City of Windsor and the Township of Minden Hills

South Stormont Service Delivery Review (2020)