



LAC LA BICHE COUNTY PROCEDURE

TITLE: Telecommunication Use Standard Operating Procedure PROCEDURE NO: CS-03-015-15

SPECIAL NOTES/CROSS REFERENCE: POLICY CS-03-015 AMENDMENT DATE:

1.0 Definitions

Telecommunications devices shall be defined as any device capable of transmitting speech (e.g. land-line telephone, cellular phone, computer equipped with Skype, etc.), and any other form of communication (e.g. email, text message, Internet access, etc.), via standard land-line, cellular network, or Internet access (wired or wireless).

2.0 General Statement

The purpose of this SOP is to govern the acquisition, usage, and management of land-line telephones, wireless cellular phones, BlackBerry devices, and other various telecommunications devices intended for business use by County employees. In addition, this SOP outlines appropriate standards, guidelines, and procedures for appropriate use, reimbursement policies, and other issues.

It is also the purpose of this SOP to protect corporate resources, protect employee safety, manage communications costs, and help minimize corporate liability.

This SOP applies to all employees, including contractors and volunteers that use County or personally-owned land-line telephones, cell phones, Black Berry devices or any other form of telecommunications device for the purpose of conducting Lac La Biche County business and operations. The County reserves the right to revoke telecommunications privileges at any time should it be deemed necessary to do so.

The IT department has sole discretion over the distribution, configuration, and security measures of telecommunications devices and related technology. If any non-approved devices, installation, or usage of such technology is discovered, the IT department reserves the right to remove and/or deactivate them immediately.

Possession and use of a County-owned and supported telecommunications device is a privilege, not a right. Employment at Lac La Biche County does not ensure eligibility. Any employee requiring the use of a telecommunications device must receive prior approval from his or her manager via an approved business case, application, or other channel stating why the employee needs such technology to fulfill his or her job duties. Eligible employees may use personally-owned cell phones, BlackBerry devices or other forms of telecommunication provided that each device is submitted to the IT department for inspection of security features and any required compatibility with County systems.

All expense forms for reimbursement of cost incurred due to business calls made on County or personally-owned devices must be submitted to our finance department, or an appropriate authority. If using a personally owned device, it is the user's responsibility to ensure that all monthly service statements are submitted on time for proper reimbursement.

3.0 Appropriate Use

The IT Department is responsible to advise all employees who have a telecommunication device and associated service packages as to the parameters of their service plans, so that employees are clear as to their services and usage limits.

Telecommunications devices and service packages used to conduct business on behalf of the County must be used responsibly, ethically, and cost-effectively. Therefore, the following must be adhered to at all times:

- Employees who use any telecommunications device for business purposes are expected to adhere to our Standards of Conduct Policy and SOP, and maintain their professionalism at all times.
- Employees are asked to limit the personal use of County-owned telecom devices except in response to family emergencies or unforeseen work schedule changes, and only when it is impossible or unreasonable to use a landline telephone, public pay phone, or personal phone. Exceptions to this SOP require the authorization of the employee's immediate supervisor.
- Employees will not be reimbursed for any personal calls; emails or text messages made or received using a personally-owned device that has been approved to conduct County business.
- Neither County nor personally owned telecom devices intended for business use may be used to conduct illegal transactions, harassment, or any other unacceptable behaviour, as defined in the County's anti-harassment policy.
- Whenever a County-owned cell phone is damaged, lost, or stolen, such incidents must be reported immediately to the employee's supervisor and the IT department. Authorized telecommunications device users are responsible for reimbursing the County for the full costs of damaged, lost, or stolen devices and related accessories if they were damaged, lost, or stolen due to user negligence.
- Many telecommunications devices, such as iPhone, BlackBerry and other cellular phones may be used to access the Internet. Employees who use either County owned and operated or personal and approved telecommunications devices to access the Internet during normal working hours for business purposes are subject to the expectation outlined in our Internet and E-mail Acceptable Use Policy and SOP.
- Many telecommunications devices, such as iPhone, BlackBerry, and other cellular phones may be used as Removable Media Devices. Any theft of, or damage caused by virus, Trojan horse, etc. to sensitive information, or intellectual property of the County will be

subject to disciplinary action up to and including termination of employment and possible legal action.

- Prior to termination of employment or job duties requiring cell phone use, each cell phone user must:
 - a) Reconcile all charges on his or her service account;
 - b) Ensure that service accounts are reconciled prior to departing the employ of Lac La Biche County;
 - c) Surrender his or her County-owned telecommunications device to his or her supervisor, the IT department, or the Human Resources department.
- Service accounts in arrears after departure or termination of job duties requiring telecommunications device use will result in legal action being taken against the former device user.
- If the user does not return their County-owned device, he or she will be required to reimburse the County for the replacement cost of the device.
- Telecommunication devices and all data and messages generated on or handled by County-owned or operated equipment are considered to be the property of Lac La Biche County and not the property of the users of the telecommunication devices.
- The Employee has no expectation of privacy over information contained on County-owned telecommunications devices. The County may review any information on a County-owned telecommunication device if it is necessary for the ongoing health of the device or if inappropriate use is suspected.

“Original Signed”

Chief Administrative Officer

November 8, 2013

Date