

DEPARTMENT FOR EMPLOYMENT AND LEARNING

FACILITIES MANAGEMENT TEAM

POLICY ON ALLOCATION AND MANAGEMENT OF DEPARTMENTAL MOBILE PHONES

This paper details the processes which should be followed when using or requesting the supply of mobile phones provided by DEL for business purposes. The allocation of Departmental mobile phones is maintained under constant review to ensure that central records are accurate and Internal Audit requirements are met fully.

It should be emphasised that this policy is not intended to invite additional applications, but to clarify procedures regarding Departmental mobile phones. This policy has been agreed by TUS.

If you have any queries regarding official mobile phones, please contact Jonny McKay 902(57864) or Mark Braiden 902(57857), Facilities Management Team (FMT).

CALLING MOBILE PHONES AND FIXED LINES

It is recommended that business calls should only be made to or from mobile phones when absolutely necessary. It is much more cost effective to call business contacts and colleagues on a fixed line, even if this entails making a number of attempts. Staff who carry a mobile phone should ensure that, when visiting other NICS offices, colleagues are informed of their location so that they can receive calls on a landline. To reduce call charges further, when phoning the DIAL network from a mobile phone you should dial the extension number.

Please note that Chapter1, section 1.31 of the NICS Staff Handbook indicates that the serious misuse of official telephones, including mobiles, will be considered to be a disciplinary offence.

ALLOCATION OF MOBILE PHONES

Mobile phones are issued to certain staff in the Department for official business purposes. To ensure that the provision of mobile phones represents value for money in terms of usage and administration costs, the supply of mobiles is limited to those staff who have sound business reasons to support their requirement. Staff who would be considered as essential mobile users are those who, in the interests of the Department's business, must be reachable at all times. It is therefore essential that managers give serious consideration to the work-life balance of staff when assessing whether a mobile phone is required for business use.

Staff who are office-based or visit other NICS buildings are non-essential users who are unlikely to require the supply of a mobile phone to conduct their business.

With immediate effect, FMT will only allocate a mobile phone to a member of staff on receipt of form MOB1 - *Application for Mobile Phone* - attached. This form must include a written business case supported by both the Head of Branch (HoB) (G7) and relevant Director (G5). Authorising officers should note that the approval of each request for a mobile phone involves a commitment to line rental and associated costs for a minimum

contract period of two years. Applicants must include the Vodafone/O2 account number of a colleague in the same Branch or Division to allow BDS to process the request. Authorised forms should be forwarded to Telecoms Section, FMT, Room 703, Adelaide House. Forms which are not authorised at the appropriate levels will not be processed.

Mobile phones will normally only be issued to a named member of staff. The person to whom the phone is allocated has full responsibility for the safety and usage of the phone. Where a phone is to be used for Branch purposes, it will be issued to the HoB. To provide accountability for the safe custody of phones and reimbursement of private calls, a record should be maintained of the periods during which individuals have been allocated the phone. Please note that FMT should be contacted in the event of staff requiring the use of a mobile phone on a short-term basis, such as business trips etc.

Where an individual is transferred, the mobile phone should remain within the Branch so that it may be re-deployed to the new staff member who is taking over the user's post. In this event, it is essential that FMT is notified of the new member of staff to whom the mobile phone has been transferred. Where duties change and an officer no longer requires a mobile for business use, the phone should be returned immediately to FMT. Line rental costs will remain the responsibility of the original owners, until the phone is reallocated.

Where a contract has finished and the mobile phone is no longer required, the user should notify FMT in writing that the service should be cancelled. The request for cancellation will only be processed once the original handset has been returned to FMT.

Staff who have transferred to DEL from another Department, and wish to retain an official mobile phone, should notify FMT immediately. A mobile phone transferred from another Department automatically becomes an asset of DEL and must therefore be recorded on the central register.

Branches are responsible for the daily custody, security and verification of all portable assets, including mobile phones. FMT conduct a check of mobile phone records on a regular basis to ensure that they are accurate and up to date. Further details on the requirement to maintain Branch records are provided below.

CONTINUED BUSINESS NEED

Heads of Branches are required to carry out an annual review to assess the continued need for mobile phones allocated to their staff. This exercise will be completed at the end of each financial year and these records will be collated centrally by FMT.

To facilitate the review process each member of staff holding a Departmental mobile phone will be required to complete the *Annual Review of Mobile Phone Allocation form attached*. This reporting form includes information on business and private calls in the previous year and an assessment of the continued business need for the phone. It is therefore important that users of Departmental mobile phones retain copies of all payments for line rental and calls (including personal calls) during the year. The completed form must be forwarded to the HoB, who will review the cost and use of mobile phones issued to their staff over the past year. When carrying out this review HoBs should pay particular attention to the usage of the mobile phone, ensuring that the cost and share of private calls is not disproportionate in relation to the extent of business use.

For management purposes, the HoB (or nominated delegate) is responsible for maintaining a record of Departmental mobile phones allocated to their staff. This will assist the HoB to monitor the cost and usage of mobile phones within their area of responsibility to ensure value for money. A specimen - *Record of Mobile Phone Allocation* - has been issued to all HoBs. Please note that HoBs should retain this information as Internal Audit may request to view these records.

FMT will issue the necessary forms to staff and HoBs prior to collating the data at the end of the financial year. A reconciliation of mobile phone records for all Branches will be completed annually to allow FMT to update the central register of portable assets.

REIMBURSEMENT OF PRIVATE CALLS

Chapter 8, Section 8.2 of the NICS Staff Handbook provides guidance on the procedures for reimbursing the Department the cost of private calls from official mobile phones. It is important that all staff familiarise themselves with these procedures. Each member of staff who is allocated a mobile phone must sign a declaration to indicate that they are aware of the policy and obligation to reimburse private calls. FMT retains copies of these signed declarations.

To standardise payment procedures across the Department all staff are asked to use the expense code below when reimbursing private calls. On receipt of the itemised invoice from the network provider official mobile users should highlight all personal calls and calculate the call charges according to the guidance in the Staff Handbook. A cheque, made out to the Department for Employment & Learning, for the appropriate amount should then be forwarded to Account NI, with a cover note indicating that the payment should be lodged into your cost centre using expense code 032230.

Please note that you should retain copies of all payments for mobile phones as HoBs and/or FMT may request to view this information.

UPGRADES AND CONTRACTS

Under the current agreement with Vodafone, upgrades to handsets may take place every 2 years when contracts expire. Contracts will only be renewed for 2 years in cases where mobile phones are still required for business use. As a charge is levied for upgrades which are processed within the lifespan of the contract, these will only be provided on the basis that the existing phone does not meet the requirements of the user. Requests for upgrades must be supported by a sound business case which is approved at both HoB and Director level. Please see form MOB2 - *Application for Mobile Upgrade* attached. Prior to approving any such applications, HoBs should note that upgrades to handsets entail commitment to a further contract of 2 years.

HANDS FREE CAR KITS

On 1 February 2004 the use of a mobile phone while driving became an offence. According to research talking on a mobile phone while driving is more dangerous than being over the legal alcohol limit. Using a mobile phone behind the wheel, including a hands free kit, means that a driver is 4 times as likely to have an accident.

In view of these dangers, the NICS prohibits the use of mobile phones or hands free kits while driving on official business. Hands free car kits will not be provided by the

Department. Staff are advised to keep mobile phones turned off during long journeys or to use the voice mail facility while travelling between meetings. Managers should not expect to be able to speak to their staff on a mobile phone while they are driving.

PROTECT YOUR MOBILE PHONE

As many as 10,000 mobile phones are stolen every month throughout the United Kingdom and the number is rising. By taking a few simple steps, you can reduce your risk of becoming a victim of mobile phone theft:

- Be vigilant when using your phone in public;
- Keep your phone out of sight when not in use;
- Use your phone security lock or PIN number;
- Record the IMEI number which is unique to your phone. To access this identifier number, you can type *#06# into your phone and it will display a 15 digit number.

LOST OR STOLEN DEPARTMENTAL MOBILE PHONES

As soon as the theft or loss of a mobile phone is discovered, the service provider should be contacted in order to prevent calls being made from the handset - **08454 400 500 from 9 to 5:30 Monday to Friday, 08700 700 191 at all other times**. In the case of stolen phones you should ensure that you inform the police of the incident. It is also essential that you report the theft or loss of the phone to Telecoms Section, FMT, on 90 2(57857). Once the loss has been reported and the service stopped, a request can be made for a replacement handset and / or a SIM card. Staff may be personally responsible for incurred costs if it is considered that they have acted in a negligent manner and have failed to comply with these procedures. It is therefore essential that the service provider is notified immediately of any loss or theft.

A copy of this document should be printed and circulated to staff who do not have access to the DEL Intranet.

Further details on the use and management of Departmental mobile phones can be obtained from Jonny McKay 902(57864) or Mark Braiden 902(57857), FMT.

Department for Employment and Learning APPLICATION FOR MOBILE PHONE (MOB1)

PART A – BUSINESS REQUIREMENTS

THIS PART SHOULD BE COMPLETED BY THE MEMBER OF STAFF REQUESTING A MOBILE PHONE FOR BUSINESS USE

1. Applicant Details

NAME _____ GRADE _____

BRANCH _____ JOB TITLE _____

PROVIDE THE VODAFONE/O2 ACCOUNT NO OF OFFICIAL MOBILE PHONE USER IN SAME BRANCH/DIVISION _____

2. Business Need

PLEASE INDICATE WHY THE USE OF A MOBILE PHONE IS ESSENTIAL TO YOUR BUSINESS AND HOW IT WILL ASSIST YOU TO CARRY OUT YOUR DUTIES. *FULL DETAILS MUST BE PROVIDED.*

3. Estimated Usage

A) ESTIMATED AVERAGE NUMBER OF MONTHLY BUSINESS CALLS TO *NON-NICS* LINES

B) ESTIMATED AVERAGE NUMBER OF MONTHLY PRIVATE CALLS

SIGNED _____ DATE _____

THIS COMPLETED FORM SHOULD BE FORWARDED TO YOUR HOB, WHO SHOULD COMPLETE PART B.

Department for Employment and Learning APPLICATION FOR MOBILE PHONE (MOB1)

PART B – AUTHORISATION AND APPROVAL

IF THE HOB APPROVES THE APPLICANT'S REQUEST FOR A DEPARTMENTAL MOBILE PHONE, A SUPPORTING BUSINESS CASE SHOULD BE FORWARDED TO THE APPROPRIATE DIRECTOR USING THIS FORM. ALL APPLICATIONS MUST BE APPROVED BY BOTH THE HOB (G7) AND RELEVANT GRADE 5. PLEASE NOTE THAT UNAUTHORISED FORMS CANNOT BE PROCESSED.

APPLICANT NAME _____ GRADE _____

1. Comments on the Application. *Please indicate reasons for support or rejection of the applicant's request for an official mobile phone. This section to be completed by HoB only.*

Heads of Branches are responsible for monitoring the cost and use of mobile phones issued to their staff. On an annual basis, Heads of Branches must complete a review of mobile phones allocated to staff in order to assess continued business need. By signing below, the HoB agrees to adhere to Departmental guidelines and to report on mobile phone usage and costs on request. It should be noted that the minimum term for a mobile phone contract is two years.

SIGNED _____ GRADE _____

PRINT NAME _____ DATE _____

2. Authorisation. *This section to be completed by Director only. It should be noted that the minimum term for a mobile phone contract is two years.*

I approve the application for a Departmental mobile phone to be issued to the member of staff indicated above. Please arrange for the order to be processed.

SIGNED _____

PRINT NAME _____ DATE _____

PLEASE RETURN IMMEDIATELY TO: PERSONNEL (SERVICES) BRANCH, ROOM 703, ADELAIDE HOUSE, ADELAIDE STREET, BELFAST, BT2 8FD. ALTERNATIVELY, THE FORM CAN BE FAXED TO 028 902(57888) . IF YOU REQUIRE ANY ASSISTANCE, CONTACT 028 902(57864) .

Department for Employment and Learning APPLICATION FOR MOBILE UPGRADE (MOB2)

PART A – BUSINESS REQUIREMENTS

THIS PART SHOULD BE COMPLETED BY THE MEMBER OF STAFF REQUESTING AN UPGRADE FOR AN OFFICIAL MOBILE PHONE.

BEFORE COMPLETING THIS FORM, IT SHOULD BE NOTED THAT A CHARGE IS LEVIED FOR MOBILE PHONES WHICH ARE UPGRADED WITHIN THE TWO-YEAR DURATION OF THE CONTRACT. IN VIEW OF THIS ADDITIONAL COST, YOUR APPLICATION MUST BE SUPPORTED BY A SOUND BUSINESS CASE APPROVED BY THE HOB AND DIRECTOR.

1. Applicant Details

NAME _____ GRADE _____

BRANCH _____ JOB TITLE _____

MOBILE PHONE NO _____ ACCOUNT NO _____

2. Business Need

PLEASE COMMENT ON YOUR REQUIREMENT FOR AN UPGRADE OUTSIDE THE NORMAL TERMS OF THE CONTRACT. YOU SHOULD INDICATE WHY YOUR EXISTING HANDSET DOES NOT MEET YOUR BUSINESS NEEDS. *FULL DETAILS MUST BE PROVIDED.*

3. Estimated Usage

A) ESTIMATED AVERAGE NUMBER OF MONTHLY BUSINESS CALLS TO *NON-NICS* LINES

B) ESTIMATED AVERAGE NUMBER OF MONTHLY PRIVATE CALLS

SIGNED _____ DATE _____

THIS COMPLETED FORM SHOULD BE FORWARDED TO YOUR HOB, WHO SHOULD COMPLETE PART B.

Department for Employment and Learning APPLICATION FOR MOBILE UPGRADE (MOB2)

PART B – AUTHORISATION AND APPROVAL

IF THE HOB APPROVES THE APPLICANT'S REQUEST FOR AN UPGRADE, A SUPPORTING BUSINESS CASE SHOULD BE FORWARDED TO THE APPROPRIATE DIRECTOR USING THIS FORM. ALL APPLICATIONS MUST BE APPROVED BY BOTH THE HOB (G7) AND RELEVANT GRADE 5. PLEASE NOTE THAT UNAUTHORISED FORMS CANNOT BE PROCESSED.

APPLICANT NAME _____ GRADE _____

1. Comments on the Application. *Please indicate reasons for support or rejection of the applicant's request for an upgrade. This section to be completed by HoB only.*

Heads of Branches are responsible for monitoring the cost and use of mobile phones issued to their staff. On an annual basis, Heads of Branches must complete a review of mobile phones allocated to staff in order to assess continued business need. By signing below, the HoB agrees to adhere to Departmental guidelines and to report on mobile phone usage and costs on request. It should be noted that the minimum term for a mobile phone contract is two years.

SIGNED _____ GRADE _____

PRINT NAME _____ DATE _____

2. Authorisation. *This section to be completed by Director only. It should be noted that the minimum term for a mobile phone contract is two years.*

I approve the application for an upgrade to be provided to the member of staff indicated above. Please arrange for the order to be processed.

SIGNED _____

PRINT NAME _____ DATE _____

PLEASE RETURN IMMEDIATELY TO: PERSONNEL (SERVICES) BRANCH, ROOM 703, ADELAIDE HOUSE, ADELAIDE STREET, BELFAST, BT2 8FD. ALTERNATIVELY, THE FORM CAN BE FAXED TO 028 902(57888) . IF YOU REQUIRE ANY ASSISTANCE, CONTACT 028 902(57864) .

Department for Employment and Learning ANNUAL REVIEW OF MOBILE PHONE ALLOCATION

ONE FORM SHOULD BE COMPLETED FOR EACH DEPARTMENTAL PHONE ALLOCATED TO THE BRANCH. COMPLETED FORMS SHOULD BE FORWARDED TO THE HOB (G7) FOR APPROVAL AND COLLATION OF INFORMATION.

FOR AUDIT AND MANAGEMENT PURPOSES, HEADS OF BRANCHES ARE REQUIRED TO CARRY OUT AN ANNUAL REVIEW OF BUSINESS NEEDS AND USE OF MOBILE PHONES WITHIN THEIR AREA OF RESPONSIBILITY. ALL DETAILS MUST BE ENTERED ONTO THE BRANCH RECORD OF MOBILE PHONE ALLOCATION AND COPIED TO PERSONNEL (SERVICES) BRANCH.

MOBILE PHONES WHICH ARE NO LONGER REQUIRED SHOULD BE RETURNED TO PERSONNEL (SERVICES) BRANCH IMMEDIATELY.

1. Business Needs. THIS SECTION SHOULD BE COMPLETED BY THE MOBILE USER AND FORWARDED TO THE RELEVANT G7.

A) NAME _____

B) BRANCH _____

C) MOBILE PHONE NUMBER _____

D) MOBILE ACCOUNT NUMBER _____

E) TOTAL ANNUAL COST OF LINE RENTAL _____

F) TOTAL ANNUAL COST OF BUSINESS CALLS _____

G) TOTAL ANNUAL COST OF PRIVATE CALLS _____

H) PLEASE COMMENT ON THE CONTINUED REQUIREMENT FOR THE PHONE (IF APPROPRIATE), TAKING INTO ACCOUNT YOUR INITIAL BUSINESS CASE

2. Authorisation. THIS SECTION SHOULD BE COMPLETED BY HoB ONLY.

I have reviewed the information given above and confirm that the person is an essential user. I accept the ongoing line rental and associated costs of the above mobile phone and endorse its continued business need according to the Departmental guidelines.

SIGNED _____

GRADE _____

PRINT NAME _____

DATE _____

The information on this form must be recorded on the Branch record of mobile phones (a proforma is available from Personnel (Services) Branch, (902)57864). These records will be collated on an annual basis by Personnel (Services) Branch.