

SESLHD PROCEDURE COVER SHEET



Health
South Eastern Sydney
Local Health District

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| KEY TERMS | Mobile phones, smart phones, mobile service |
| SUMMARY | This procedure outlines the process employees must follow for the provisioning and use of a mobile device and/or service on the SESLHD Network. |

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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SESLHD PROCEDURE

Mobile Services - Procedure

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1. POLICY STATEMENT

The Mobile Services procedure outlines what the employees must follow for the acquisition and use of a mobile device and/or service on the South Eastern Sydney Local Health District (SESLHD) network.

This includes the compliance of Health ICTs (ICT) policies, approval processes and adherence to the underpinning contract by ICT's third party provider, Telstra.

2. BACKGROUND

This procedure outlines the process employees must follow for the provisioning and use of a mobile device and/or service on the SESLHD Network.

Mobile service: phone number

Mobile device: physical handset

SIM re-burn: mobile service is moved from one SIM card to another SIM card.

3. RESPONSIBILITIES

Employees who use a mobile or smart phone, owned by the Local Health District:

- Chief Information Officer
- Reporting/Cost Centre Manager
- Executive Director/General Manager
- Mobile Service Co-ordinator
- Finance
- Employees.

3.1 Employees will:

- Ensure they are familiar with and comply with these procedures as applicable.

3.2 Reporting/Cost Centre Manager will:

- Ensure staff are aware of, and comply with, these procedures as applicable
- Provide approval to accept on-going costs for the mobile service
- Inform of any transfers of ownership within the cost centre or to move the service to a new cost centre.

3.3 Executive Director/General Manager will:

- Provide approval for requests which have cost impact.

3.4 Mobile Service Co-ordinator will:

- Procure and provision mobile device and mobile service
- Ensure all approvals meet audit and compliance.

4. PROCEDURE

4.1 New Order

The process for the purchase and provisioning of a new mobile phone is as follows:

1. Identify need and justification for the purchase of a mobile phone and/or mobile service
2. Identify funding arrangements for the initial purchase and ongoing operating costs
3. [Mobile Smart Phone Modem Request](#) (Form F342) is completed and signed by the employee
4. Approval is obtained by the reporting/cost centre manager
5. Final approval obtained by General Manager or Director of a District Service
6. Completed form to be submitted to the State Wide Service Desk (SWSD) and assigned to Mobile Service Co-ordinator
7. Mobile Service Co-ordinator to arrange the purchase of device and provisioning of new service
8. If the mobile device is to be allocated to a single user and private usage is selected, a [Deduction from Pay Form](#) is to be completed and attached to mobile request
9. Mobile device and mobile phone service provisioning completed by Telstra and delivered to Health ICT
10. Mobile Service Co-ordinator forwards *Deduction from Pay Form* to HealthShare
11. Mobile Service Co-ordinator to stage mobile device and arrange delivery/collection to employee.

4.2 Replacement

The process for the purchase and provisioning of a replacement mobile phone is as follows:

1. Identify need and justification for the replacement of a mobile phone
2. [Mobile Smart Phone Modem Request](#) (Form F342) is completed and signed by the employee
3. Approval is obtained by reporting/cost centre manager
4. Final approval obtained by General Manager or Director of a District Service
5. Completed form to be submitted to the State Wide Service Desk (SWSD) and assigned to Mobile Service Co-ordinator
6. Mobile Service Co-ordinator to arrange the purchase of device
7. Mobile Device provisioning completed by Telstra and delivered to Health ICT
8. Mobile Service Co-ordinator to stage mobile device and arrange delivery/collection to employee
9. Employee will transfer information from old device with the assistance of Mobile Service Co-ordinator, if required
10. Employee will return old mobile device to Mobile Service Co-ordinator to be decommissioned.

4.3 Decommission of Mobile Device and/or Mobile Service

The process to decommission a mobile device and/or mobile service is as follows:

1. Identify that mobile device and/or mobile service is no longer required
2. Cost Centre Manager to log a ticket with SWSD and assigned to Mobile Service Co-ordinator
3. Mobile Service Co-ordinator to arrange collection of mobile device
4. If employee has private usage enabled on the mobile service, a [Deduction from Pay Form](#) is to be completed to cease private usage deduction
5. Mobile Service Co-ordinator to submit cancellation request of mobile service to Telstra
6. Confirmation email will be sent to Cost Centre Manager once decommission of mobile device and/or mobile service is completed.

Device is disposed of in line with [NSW Ministry of Health Policy Directive - PD2019 028 Goods and Services Procurement Policy](#).

4.4 Repairs

The process for mobile device repair is as follows:

1. Identify that mobile device requires repairs
2. Approval is initially sought from the employees cost centre manager to send mobile device for repair assessment (*there is a \$49.50 assessment fee charged by Telstra if not repaired under warranty*)
3. Employee will log a ticket with SWSD and assigned to Mobile Service Co-ordinator
4. Mobile Service Co-ordinator and employee will arrange collection of faulty device
5. A loan device is supplied if available from the Health ICT phone pool
6. Faulty device is sent to third party provider, Telstra Repairs for assessment
7. If device is still under warranty, device will be repaired and returned back within two weeks
8. If device is not under warranty, repair quote will be sent to Mobile Service Co-ordinator
9. Mobile Service Co-ordinator to seek approval from cost centre manager to proceed or reject repair quote
10. Cost Centre Manager to decide who is liable for meeting the cost of repair. This cost may be directed to the employee if it is considered that the damage/loss was incurred through careless or inappropriate action
11. If device is deemed as beyond economic repairs, this will be advised back and employee to submit and follow New Order Request
12. Repaired device will be returned back to Health ICT and Mobile Service Co-ordinator to arrange delivery/collection with employee.

NOTE: ICT provides no guarantee for retrieving or restoring any personal or SESLHD information or data stored on the faulty device.

4.5 Mobile Service Changes

Changes to the mobile service can include the below:

- Upgrade/downgrade service plan
- International voice roaming and data pack
- Transfer of ownership
- SIM re-burn
- Add MMS

The process for changes to the Mobile Service is as follows:

1. Identify an add, move, change request to the Mobile Service
2. Changes that have monetary charges will require approval form to be completed by reporting/cost centre manager
3. Final approval obtained by General Manager or Director of a District Service
4. Employee will log a ticket with SWSD and assigned to Mobile Service Co-ordinator
5. Mobile Service Co-ordinator will confirm the request and complete the necessary actions as per the request.

5. DOCUMENTATION

- [Mobile Smart Phone Modem Request](#) (Form F342)
- [Mobile/Smart Phone International Roaming Application Form](#) (Form F359)

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6. AUDIT

Adherence with this procedure must be followed in order for Mobile Service Co-ordinator to provide the service.

Quarterly review of the procedure will be conducted to ensure the process to support employees is at a satisfactory level.

7. REFERENCES

- [NSW Ministry of Health Policy Directive - PD2019_028 Goods and Services Procurement Policy](#)

8. REVISION AND APPROVAL HISTORY

| Date | Revision No. | Author and Approval |
|-------------|--------------|---|
| March 2019 | DRAFT | Linda Nguyen – Creation of Mobile Services - Procedure |
| April 2019 | DRAFT | Updated – Linda Nguyen |
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