SESLHD PROCEDURE COVER SHEET

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EXECUTIVE SPONSOR	Director, Digital Health ICT
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FUNCTIONAL GROUP(S)	Information Management and Data
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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.

1. POLICY STATEMENT

This procedure outlines the process that employees must follow for the acquisition and use of a mobile device and/or service.

This includes compliance with Digital Health's (ICT) policies, approval processes and adherence to the underpinning contract by South Eastern Sydney Local Health District's (SESLHD's) third party service provider, Telstra.

2. BACKGROUND

To define the rules, security and usage guidelines to assist with provisioning and management of corporate issued mobile devices and services.

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:

Employees will:

- Ensure they are familiar and comply with this policy, as applicable.

Reporting/Cost Centre Manager will:

- Ensure staff are aware of, and comply with, this procedure 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.

Executive Director/General Managers will:

- Ensure staff are aware of and comply with this procedure, as applicable.
- Provide approval for requests which have a cost impact.

Mobile Service Co-ordinator will:

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

4. PROCEDURE

4.1 Standard Requests

A mobile service and a corresponding device are provided to employees in circumstances where there is a business requirement to fulfil their role as described in their position description.

Justification of a mobile phone purchase needs to be clearly defined in the request form and will be reviewed as appropriate.

4.2 Non-Standard Requests

If a non-standard device is requested, that is a physical device that is not part of the standard service catalogue, a third level approval process must be followed. The third level approver is the Digital Health Director or the Chief Executive. Requests will be considered on a case-by-case basis without precedent, but in all cases include whether the device is supported by Digital Health's technical resources. Business justification for the non-standard device will also be validated as part of the approval criteria.

4.3 Replacements Requests

4.3.1 Devices damaged

It is acknowledged that devices may require repair, replacement or become lost due to circumstances beyond an employee's control.

Any damage, loss or theft of a device must be reported immediately to the employee's cost centre manager and the State Wide Service Desk (SWSD).

NOTE: Digital Health provides no guarantee for retrieving or restoring any personal or SESLHD information, or data stored on the device that may be lost, deleted or compromised.

If the device requires repair, approval will be sought from the employees cost centre manager. The manager is to decide who is liable for meeting the cost of a repair or replacement. This cost may be directed to the employee if it is considered that the damage/loss was incurred through careless or inappropriate action. This includes devices replaced/repaired more than three times in a 12 month period.

4.3.2 End of life replacements and device beyond repair

Devices will be replaced as per section 4.1 as appropriate.

4.4 Procedure

4.4.1 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 Telephone and Wireless Modem Request Form (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
9. Mobile device and mobile phone service provisioning completed by Telstra and delivered to Digital Health
10. Mobile Service Co-ordinator to stage mobile device and arrange delivery/collection to employee.

4.4.2 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 Telephone and Wireless Modem Request Form (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 Digital Health
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.

4.4.3 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. This is ownership of employee to ensure completion.
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 Health Policy Directive PD2024_027 – NSW Health Procurement (Goods and Services).

4.4.4   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 Digital Health 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 Digital Health and Mobile Service Co-ordinator to arrange delivery/collection with employee.

4.4.5   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.

4.5   Approvals

All requests will be reviewed upon submission to ensure all approvals meet audit and compliance. All requests require cost centre manager and GM/Director approval. iPhones will be provisioned for Tier 2 executives only, or at Tier 2 discretion.

4.6   Provisioning

Provisioning is managed by the Digital Health Mobile Service Coordinator.

Orders will be placed by the Mobile Services Coordinator via Telstra's online portal. The portal provides information on stock availability, current pricing, order status and history. The tool also provides a record of all valid authorised users across the mobile service account.

4.7   Cost inclusions

The monthly charge for each mobile service voice plan includes:
- National and mobile telephone calls,
- National SMS, MMS
- MessageBank diversion
- MessageBank retrieval
- 1300 calls

4.8   Cost exclusions

Charges **not** included on standard mobile voice plans include:
- International calls
- International SMS
- Premium SMS/MMS
- Diversions to a landline or mobile number
- 1800/Directory Assistance calls

4.9   Additional services

4.9.1   International Voice Roaming and Data usage

International roaming and data services <u>are not</u> provisioned at the commencement of the service.

International roaming and data services will be granted on a request-by-request basis. A [Mobile/Smart Phone International Roaming Application Form (Form 359)](#) will need to be completed with the appropriate approval. Access will be enabled for a specific duration – i.e. a specified date range from the arrival date to the departure date of the business trip. This form must be provided to Mobile Service Co-ordinator at least two business day before departure date. Usage charges vary according to [Telstra's specified zones](#).

4.10   Transfer of ownership

The SWSD is to be advised of any transfers of ownership within the cost centre or to move the service to a new cost centre and/or owner. In the event of the service being moved to a new cost centre, the stated approval process and policy will be invoked.

4.11   Separating employees

Separating employees must ensure that the device is returned to their respective manager, prior to the last day of employment and then returned to Digital Health.

All auto-lock, pin code or personal information should be turned off and removed from the device prior to returning back to their respective manager. If employee has private usage enabled on the mobile service, a Deduction from Pay Form is to be completed to cease private usage deduction. This is ownership of employee to complete and follow up with logged SARA ticket.

4.12   Device disposal

A device may be disposed of in line with NSW Health Policy Directive PD2024_027 – NSW Health Procurement (Goods and Services).

4.13   Mobile Device Security, Care and Use

- Auto-lock, pin code or equivalent must be enforced on all of SESLHD Digital Health managed and user provided smart devices. This provides hardware level encryption and protects the information from privacy or confidentiality compromise if the device is lost or stolen.
- Removable storage devices such as Solid State Drives (SSD), USBs, SD cards or other such storage devices used in conjunction with a mobile service must be antivirus scanned and must have encryption enabled
- SESLHD takes no responsibility for any personal, or non SESLHD owned information or data that is stored on these devices that may be lost or deleted
- All backups of smart devices must be encrypted to ensure privacy and confidentiality of the backed up information
- Mobile devices operating systems need to be genuine, licensed and up to date. Devices or operating systems must not be tampered with to circumvent security, policy and configuration controls that have been enforced. Any tampering such as "jail-breaking" or "enabling privileged access" is strictly forbidden
- When not being used Wi-Fi and Bluetooth must be turned off to prevent discovery by third parties. All Bluetooth communications should use a unique passcode. It is not recommended to connect to unsecured Wi-Fi access points, if in doubt, do not connect
- Devices must auto lock after two minutes, or less
- User must not accept untrusted certificates from websites which will enable insecure browsing
- Users with voice only services connecting to external Wi-Fi access points take full responsibility of ensuring the devices operating systems are up to date
- Devices must be kept in a secure location

- Employees must take precautions to ensure data integrity and confidential information is not compromised. Including usage of non-SESLHD email facilities (i.e, Hotmail, Yahoo, Gmail) or other external resources to conduct SESLHD business

- Security breaches must be escalated to the employee's line manager and the SWSD to investigate immediately. Remediation steps may be appropriate including cancelling the service and wiping the device
- Tethering and personal hot spot functionality should be used in accordance with NSW Health acceptable use policies. Users should be aware that mobile data charges can be excessive when using these features and must take due care.

4.14   Compliance
Periodic audits will be conducted by ICT.

Monitoring the usage of the service including reviewing approvals, usage disclosure and compliance of NSW Health policies. This includes exception reports detailing usage patterns reflecting monthly call volumes and data usage. Where usage exceeds the allocation in three consecutive months, ICT will contact the cost centre owner and suggest options to reduce overspend/usage risk in line with the pricing structure as set under the Procure IT Framework with NSW Health. Digital Health reserves the right to audit the usage of SESLHD owned mobile phones without the employees consent, this includes excessive usage, inappropriate usage, unused services, devices containing SIM cards. In the case of excessive or evidence of no usage over a period of three months the mobile services may be cancelled.

If evidence of non-compliance and continued disregard of this policy is determined, the Workforce Services Team will be engaged and consideration will be given for appropriate action including, removing the device from the employee and suspending the service.

4.14.1 Monthly Usage Reports
Monthly usage reports are provided to each Executive Director/General Manager to review and distribute to their division/cost centre managers.
Any comments provided in the report by the Mobile Service Coordinator are to be reviewed and discussed for any further action required. This may include updates to username the mobile service, change of cost centres or cancelling a service that is no longer required.

4.15   Billing
Mobile telephone invoices are cross charged to each cost centre by Digital Health via monthly journal or invoices. These charges will include any courier costs on distribution of phone hardware, repair costs, balance of contract charges in the case of lost phones and usage charges.

4.16   Personal use of mobile devices (private usage)
SESLHD requires that personal usage that is any unrelated to an area/hospital/service business (private phone calls or data usage) be reimbursed to the district.
Pool phones are not included as private usage does not apply to these numbers.

The guidelines for personal use contained in the NSW Health Policy Directive - PD2009_076 - Use & Management of Misuse of NSW Health Communication Systems) applies equally to all types of devices.

Employees are responsible for notifying the Mobile Service Co-ordinator if they no longer require private usage on the device or they no longer have the device. Such notification must be certified by the cost centre or line manager. It is possible for an employee to make a notification and cancel contributions without relinquishing use of the service. A private phone call made by an employee to a family member, notifying that they are delayed because of employment related duties, is exempt from reimbursement.

Private usage contributions for staff, including Staff Specialists, are processed through payroll deductions.

Private Usage Amount

Estimated Usage	Usage Per Week	Per Week	Per Pay
None	0 minutes	NIL	NIL
Low	20 to 60 minutes	$4.00	$8.00
Medium	61 to 180 minutes	$7.00	$14.00
High	> 180 minutes	$10.00	$20.00

4.17 Cost Centre Manager Responsibility

Each cost centre manager is responsible for reviewing charges and usage of mobile phones allocated to their cost centre.

5. DOCUMENTATION

- Deduction from Pay Form
- Mobile Telephone and Wireless Modem Request Form
- Mobile/Smart Phone International Roaming Application Form

6. AUDIT

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

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

7. REFERENCES

- NSW Health Policy Directive PD2009_076 - Use & Management of Misuse of NSW Health Communication Systems)
- NSW Health Policy Directive PD2024_027 – NSW Health Procurement (Goods and Services)

8. VERSION AND APPROVAL HISTORY

Date	Version	Version and approval notes
March 2019	DRAFT	Linda Nguyen – Creation of Mobile Services - Procedure
April 2027	DRAFT	updated – Linda Nguyen
May 2019	DRAFT	Draft for Comment period
June 2019	1	Final version approved by the Executive Sponsor.
June 2019	1	Formatted by Executive Services prior to tabling at August 2019 Executive Council meeting for approval to publish
August 2019	1	Approved at August 2019 Executive Council meeting to publish
31 October 2024	1.1	Procedure amalgamated with policy *SESLHDPD/300 – Mobile Services – provisioning and use of.*

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