**Departmental mobile devices and services –**

**Conditions of use**

This document supports the [Use of mobile devices](https://ppr.mpe.qed.qld.gov.au/pp/use-of-mobile-devices-procedure) procedure by providing the conditions of use of departmentally-funded mobile devices and services allocated to employees. This includes new and existing users.

### Integrity and impartiality

As an employee you must demonstrate a high standard of workplace behaviour and personal conduct when using departmental mobile devices and services.

Use of mobile devices and services are to conform to the government’s [Code of Conduct for the Queensland Public Service](https://www.forgov.qld.gov.au/code-conduct-queensland-public-service) and the department's [Standard of Practice](https://qed.qld.gov.au/workfordet/induction/det/inductionprogramsandresources/Documents/code-of-conduct-standard-of-practice.pdf) with respect to:

* appropriate use of email, internet, intranet, short message services (SMS) and multi-media messaging services (MMS)
* respecting the dignity, rights and views of others.

### Accountability and transparency

As an employee you are accountable for the mobile device/s and services provided to you for your use in the course of your duties. This includes monitoring and compliance against these conditions of use. You must be economical in your use of public resources for proper purposes.

The department’s mobile devices are intended for business use with [limited personal use](https://ppr.mpe.qed.qld.gov.au/attachment/use-of-ict-facilities-and-devices-guideline.docx). The department monitors usage of their voice and/or data services. This includes reviewing calls, SMS, MMS, data download activity, internet access and expenses incurred.

Where abnormal usage is detected, the department reserves the right to limit or temporarily suspend your service at its discretion. Regular reporting identifies top usage among users and your voice, SMS, MMS and data usage will be reviewed.

If you are identified as an excessive user you may be requested to reduce your usage. If the excessive usage continues your service may be suspended and barred without notice where we deem your use to be unreasonable.

To avoid large overuse of your data it is recommended that you connect to the internet via a secure Wi-Fi when it is available to you and to switch off your mobile data when you are using Wi-Fi. Note that sometimes Wi-Fi connections become unstable and your device may automatically revert back to connecting to the internet via the mobile service in the middle of a large download.

As an employee you must further ensure:

* your use can withstand public scrutiny and/or disclosure of usage with respect to limited personal use (including SMS, MMS, data use and phone calls)
* you are responsible for limiting personal use of the mobile device and service as identified and informed by your manager, director, principal or above, see the [Use of ICT facilities and devices](https://ppr.mpe.qed.qld.gov.au/attachment/use-of-ict-facilities-and-devices-guideline.docx) guideline
* when travelling overseas, initial approval must be sought to take a departmental device overseas. In addition an application, via [Services Catalogue Online](https://qlddet.service-now.com/sco/) (KBA0010976) (DoE employees only), must be completed to apply an International Roaming Casual Voice and/or Data pack to a mobile service and approved by your director, principal or above
* during vacation periods, the mobile device and service is to be used under the existing conditions of use ensuring there is a legitimate business requirement.

### Health and safety

* The World Health Organisation provides health and safety information on [Electromagnetic fields and public health: mobile phones](http://www.who.int/mediacentre/factsheets/fs193/en/).
* In accordance with [Transport Operations (Road Use Management—Road Rules) Regulation 2009 (Qld)](https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2009-0194), drivers must not use a mobile phone while a vehicle is moving or is stationary but not parked. It is recommended that where necessary, a hands free kit is used. The department is not liable for fines incurred by you if you operate a mobile device in a motor vehicle in an unlawful manner.

### Security

You are responsible for the safeguarding of the mobile device and the associated mobile service. Mobile devices are valuable items that are attractive to thieves. Loss or theft of mobile devices and unauthorised use of the mobile service can lead to misuse and financial loss for the department.

* Store mobile devices not being used in a secure place, preferably locked away and not within a vehicle. If there is an existing active mobile service in this device, organise a cancellation of the service via [Services Catalogue Online](https://qlddet.service-now.com/sco/) (KBA0010751)(DoE employees only).
* Contact the IT Service Centre on 1800 680 445 if a mobile device is lost or stolen to organise barring of the service. All stolen mobile devices should be reported to the police.
* Use a passcode/password, face recognition and/or fingerprint on a mobile device and connect to the department’s network at least weekly to receive updates to software. This is especially important if the service in the device has a data plan, the device stores contact information for other employees or is linked to a departmental email account.
* Identify the mobile device by stamping, engraving, stencilling or other appropriate method subject to any limitations within the manufacturer’s warranty.

The department's [ICT asset management](https://ppr.mpe.qed.qld.gov.au/pp/ict-asset-management-procedure) procedure stipulates the processes for acquisition and recording of equipment.

### Contractual requirements

* Direct requests for porting a service to a different carrier (e.g. Telstra to Optus or Optus to Telstra) for business units and schools can be requested through the [Services Catalogue Online](https://qlddet.service-now.com/sco/) (KBA0010751) (DoE employees only).
* The department will not take over a personal mobile service or a mobile service from another employer (except under exceptional conditions) other than a mobile service coming from another Queensland Government department, where possible.
* When leaving the department to take up a position with another Queensland Government department, permission can be sought to retain the mobile device and/or service number through a director, principal or above. Be aware that the mobile service number belongs to the department and it may not be released.
* The department will not release a departmental mobile service to an employee leaving Queensland Government or to their new employer.

The department is obligated by contractual arrangements to use mobile services at government rates on a monthly plan. This precludes the use of pre-paid mobiles.

**Security and licence**

This document has an information security classification of public.

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