



# School Mobile Devices Policy

Ahliyyah & Mutran

Scholastic Year of 2020

# Introduction

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This document outlines the general policy used for mobile and handheld devices at the Ahliyyah School for Girls and the Bishop's School for boys in all of their educational levels, facilities and campuses. The document will refer to the aforementioned schools as ASG & BSA schools. This document can be disseminated to school students, staff, educators and parents.

## Scope

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This policy applies to all users wishing to apply for or have been issued with a mobile phone for work purposes. The mobile device is owned by the ASG & BSA schools and the user must agree to this policy or return the portable device to their direct manager.

- The policy describes the safe and acceptable usage of mobile phones supplied to ASG & BSA schools' employees.
- The policy relates to ASG & BSA schools' owned mobile phones and smart phones.
- It does not cover data storage media or the use of privately owned mobile devices to connect to the school's ICT facilities.
- The primary contact for all ASG & BSA Schools' mobile queries and requests should go to the Director of Schools Digital Strategy, Amer Sayyed.

## Procurement of mobile devices

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- Authorization must be given by an individual's direct manager for the purchase of a mobile phone. Once authorization has been given, mobile phones must be purchased through the schools' nominated procurement department.

## Personal use of ASG & BSA mobile devices

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Users are permitted to use ASG & BSA School mobile phones for personal use providing they adhere to the following:

- Any personal calls or data use are clearly declared to managers, at which point a charge may be incurred.
- The purpose or use is not for financial or any other form of commercial gain to the user or other organization.
- ASG & BSA Schools' purchased phones are school property (regardless of the source of funding). They are not a user's personal property, nor are they available for individual resale or remuneration.

## Responsibilities

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The responsibility for the appropriate use of mobile devices rests with the designated user, their direct manager and ultimately the relevant head of department. Users and direct managers must read the whole of this document as the policy outlines key responsibilities for direct managers and users alike.

## Direct manager Responsibilities

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Direct managers are responsible for:

- Ensuring that members of their teams who are likely to make use of school mobile phones are aware of their rights and obligations under the usage policy.

- Ensuring that there is a review and sign off for all monthly usage costs. This will confirm no personal usage;
- Ensuring that the cost of personal calls is recouped from mobile device users for whom they are responsible via the monthly payroll process;
- Informing the School if any mobile device should be disconnected.
- In cases where new account numbers / costs codes / cancellation requests have not been provided in writing, the direct manager's own cost code will be liable for any subsequent charges for that mobile phone.

## Employee Responsibilities

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Employees are responsible for:

- Keeping the use of their mobile phone to a minimum;
- Using landlines in preference to the mobile phone;
- Never using a mobile phone when driving;
- Taking reasonable precautions to avoid loss or misuse of the mobile phone. Any loss or misuse (intentional or unintentional) by the employee may result in disciplinary action and recovery of any costs incurred by the company;
- Handing back their mobile device to their direct manager when leaving ASG & BSA schools.

Mobile phones in need of repair should be returned to ASG & BSA schools' ICT team after notification to the direct manager. ICT team will return it to the supplier for repair or replacement. It should be noted that manufacturer's warranty does not normally cover damage caused by misuse or neglect and that the cost of such repairs would be borne by the user.

## Security

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- All ASG & BSA schools' mobile phones will be uniquely identified and registered in the schools' IT asset database.
- All mobile phones and smart phones must have the device password enabled. This can be done by consulting the schools' ICT team.
- ASG & BSA school provided mobiles may be used by designated users only. It is the user's responsibility to ensure that the password associated with the device is known only to them and not divulged to any unauthorized person.
- It is highly important to set the device password so that if the device is lost, company data and costly fraudulent calls are kept to a minimum. In the event that the device password is forgotten then please contact the schools; ICT team for assistance. Staff members are responsible for the security of the mobile phone issued to them and must not leave it unattended or insecure. All mobile phones should be secured, when unattended, with a minimum of 2 barriers, i.e. building controls and locked office or locked drawers / cabinet.
- All schools' purchased and issued mobile phones, tablets and smartphones must be returned upon termination of employment, research contract or work agreement. If devices are not returned, after a reminder process, the matter will be passed to the police for their consideration to take further action or for recovery via civil litigation.
- The school will securely erase data on all mobile phones and reformat the device before being reissued to another party. The device will also be securely erased when disposed of at the end of its lifecycle.
- The loss of devices that can send, store and retrieve e-mail or access ASG & BSA network or information systems has potentially serious repercussions for the school because of the sensitivity of the information that may be stored on them. Sensitive, confidential or otherwise valuable information should not be permanently stored on mobile communication devices.

- All losses of mobile phones and smartphone devices must be reported to the schools' ICT team immediately. The ICT team will arrange to have a special "kill" message sent to the device, which will disable it and, where appropriate, wipe all of the information contained on it. If the loss is discovered out of hours, it must be reported. The ICT team should be contacted as soon as possible within working hours, in order that a replacement unit can be arranged. If the phone is lost, the cost of the replacement unit will be covered by the user's department.

## **Permitted Use of Mobile Communications Devices**

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- The mobile device is the property of ASG & BSA School and should normally be used for legitimate business purposes only. However, it may be necessary from time to time to make a personal call or send a personal text message. Users will be required to identify such personal use, at which point a charge may be incurred.
- Mobile phones and smart phones capable of transmitting and receiving data information should only be used for the purposes for which they were supplied.
- Users must not use, try to use, or let anyone else use staff mobile phones for:
  - Anything that is illegal or immoral;
  - Making offensive, threatening or harassing calls;
  - Taking photographs of students;
  - Use of the Short Message System (SMS), multi-media messaging or e-mail to send or
  - Receive inappropriate or offensive remarks, graphics or images;
- The sending or receiving of SMS text messages for the purposes of downloading, or otherwise accessing, ring tones, games, commercial competitions, sports report services and other non-business-related activities or applications is not permitted. It should be noted that many of these services operate on an on-going subscription basis, and can be charged at anything up to 10 Jordanian Dinars per item. Users should always consult their direct manager before sending any SMS text message to a commercial service.
- Where the user cannot justify call usage and costs on a repeated basis, it is at the discretion of the direct manager or head of department to initiate disciplinary action in line with the staff disciplinary policy.
- The monthly billing summary of all ASG & BSA School handsets, including details of the type of activity, (e.g. SMS, MMS, data, call durations, etc.) is supplied to the school's billing contact.
- Voice-mail is automatically provided on all mobiles. Voice-mail greetings should be personalized with a suitable message inviting the caller to leave a message. A voice-mail PIN should be set up by every user.
- When visiting public sites, users should be aware of, and respect, local policies regarding the use of mobile phones. For instance, it may be necessary to switch such devices off in hospitals, courts, etc. If in doubt, local staff will be able to advise on local policies.
- Mobile phones are configured to standard builds and tariff bands before delivery to the user. Any changes required to these settings e.g. changing roaming rates must first be put in writing to Mobile Services for assessment and authorization.
- All phones supplied to ASG & BSA schools' users are, by default, unable to make international calls whilst in Jordan and unable to make or receive any calls whilst outside of Jordan. If a user requires international calls and coverage, this must first be put in writing, with direct manager's approval, to the ICT team. If users are in any doubt as to coverage in the country they intend to visit, please contact the ICT team for further details.
- While there is no cost for allowing international access, it should be noted that it is expensive both to make and receive calls and data whilst abroad.
- Users of mobile data must contact the ICT team before travelling abroad, in order to arrange for an appropriate roaming data bundle to be added to the device. When e-mailing

- Mobile Services, please include details of destination, length of trip and anticipated mobile data usage.

## **Student Use of Mobile Phones and Cameras in School**

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- Students, and staff, must not use a mobile phone or camera in or near students.
- No student in the school should use a mobile phone or camera in lessons or other supervised activities unless specifically requested to by a member of staff.
- Students must be given guidance through Education, email, printed material and/or form time awareness sessions about the safe use of mobile phones and cameras and the potential dangers of misuse.
- All school policies on mobile phone and camera use for students must be followed at all times.

## **Parent/Visitor Use of Mobile Phones and Cameras in School**

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- All parents must be informed that the taking of pictures/photos, either on a mobile phone or a camera of other pupils or staff, is not permitted without the specific written approval by those people or parents.