



Mobile Devices Use and Safety Policy

PERSONNEL Board and Select Board

Town of Boxborough, MA

Intent and Purpose

The Town of Boxborough recognizes that certain employees may be required to use mobile devices such as cell phones or tablets to perform their official duties. This policy defines and clarifies the Town regulations on the acquisition and use of such Town issued mobile devices.

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Definitions

For the purposes of this document, **Department Head** includes the following positions: Town Administrator, Chief of Police, Fire Chief, and the Director of DPW.

Policy

It is the policy of the Town of Boxborough to ensure the appropriate use of mobile devices that are acquired for those employees who have a reasonable need to facilitate communication and where such communication is frequently hampered by the absence of other suitable telecommunications devices.

Compliance with Laws

Employees may not utilize the Internet to knowingly violate any state, federal or local law or the laws of any other nation. United States copyright and patent laws may apply to information and material(s) accessed through the Internet, and care should be taken to not violate the copyrights or patents of others on or through the use of the Internet.

Privacy

There is no expectation of privacy on a Town-issued mobile device. The Town Administrator, TA's designee or Department Head reserves the right to monitor all communications on Town issued mobile devices. This includes call detail records, logs, voicemail messages, data storage, text messages, emails and address books) may be accessed by the department head at any time.

Appropriate Use

Mobile devices shall not be considered a replacement for the Town's landline phones when the landline phones are secure, convenient, and available.

Any Internet usage on Town issued devices must be for work purposes only (e.g., email, GIS). Except in emergency situations, employee use of either Town-issued or personal mobile devices for personal (non-work-related) purposes during working hours should be limited to incidental matters.

Abuse of a Town-issued mobile device, including excessive or inappropriate use, or damage caused by gross negligence, may result in the loss of the Town issued mobile device and/or discipline.

Prohibited Use

See the Electronic Communications Policy.

Malware

After training, all users are expected to undertake precautions to detect malware (including attachments) that are downloaded and/or opened from the Internet, before installation or execution of such files/attachments. Programs imported from other sites to Town devices may not be used unless they have been authorized by the Town Administrator (TA), or the TA's designee and have been subjected to malware detection procedures approved by the TA, or the TA's designee. Users should direct any questions regarding the proper use of virus detection software to the Systems administrator prior to downloading and/or opening any computer files/attachments. From time to time, Town officials may impose additional restrictions or regulations on the importing of remote files, and such restrictions or regulations shall be considered part of this policy.

Retention and Disposition of Public Records

As public records, the retention and disposition of electronic communications are stipulated by retention schedules issued by the Secretary of the Commonwealth. In addition to retaining the actual text of a message and any attachments, transmission data contained in an email communication (full header information including the sender, addressee, date and time of transmission and receipt, and routing instruction) shall also be retained as part of the record, whether the record is printed out or stored electronically.

Mobile Devices Policy (new)

Personnel Board approved 10/24/2019

BSB approved 01/06/2020

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Safe Use Practices

Employees must follow safe use practices on all Town-issued or personal mobile devices. Mobile devices must be password protected, and employees must exercise caution when sending or reviewing personal information. While driving, employees must follow applicable state laws regarding mobile and hands-free devices.

Process

Department Heads shall be responsible for evaluating an employee's legitimate business need for a mobile device. The Town Administrator must give final approval.

Once it is determined that a legitimate business need exists, the department head must determine how best to meet that need. Unless there is a large inter-departmental need, employees might use their own personal mobile devices for trivial matters, without reimbursement by the Town.

Phones and Accessories

Employees are not allowed to add anything to a Town-issued mobile device except for the town-issued protective carrying case.

Lost, Stolen or Damage to Town-issued Mobile Device

In the event a town-issued mobile device is lost, stolen or damaged, employees must notify their department head, who, in turn, will provide directions for the repair or replacement of the equipment and cancel service as appropriate.

Employees may be financially responsible for the replacement if:

- The equipment lost, stolen or damaged as a result of the employee's gross negligence.
- The equipment is not returned by an employee within a specified period of time and is damaged upon its return.
- The equipment is damaged because the employee failed to adhere to maintenance instructions or operational policies.

Violation of Rules

Employees are not permitted to access the Town network via their personal mobile devices other than for checking email or for other Town business. As much as possible work computers and devices should be used to access data.

The use of personal mobile devices for non-business purposes is discouraged during working hours but is permitted in the event of an emergency or while employees are on breaks.

Any employee who uses a mobile device in a way that violates this policy or any other Town policy (i.e., harassment, or any applicable federal, state, or local laws) will be grounds for discipline, up to and including termination of employment.

This policy revokes and replaces all previous policies on this topic.

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