City of Winston-Salem
Mobile Device Management Policy

Purpose

Mobile devices provide an opportunity for City employees to increase productivity, communicate more efficiently and improve all levels of customer service for the citizens of the City of Winston-Salem. By their nature, mobile devices are more susceptible to loss and theft, and therefore are a greater security risk. The COWS has adopted a Mobile Device Management (MDM) policy to reduce the risk by managing data security, asset tracking, and application deployment on such devices.

The purpose of this policy is to define the requirements for all employees who access the City’s network services. The policy pertains to mobile devices issued by the City and personally owned devices used for business purposes.

This MDM policy applies to Smartphones, tablets, and other devices identified in the future that access restricted, online City resources. Laptops and home computers are excluded from this policy.

Related Information

- The “City of Winston-Salem Wireless Communications Device Policy” provides documentation and details regarding usage of wireless communication devices by staff when used for City business including acceptable use and cost reimbursement. This policy may be found on the Information Systems department web page under IT Policies and Procedures.

- Additional information regarding the appropriate use of City owned cellular telephones and other wireless devices (smart phones and tablet computers) is included in the “City of Winston-Salem Information Technology Policies & Procedures” document found on the Information Systems department web page under IT Policies and Procedures.

Policy

There are 4 categories of mobile device users. Policies apply differently depending on the category in which the user’s work requirements reside.

1. City Owned Mobile Device – A mobile device assigned to an employee to be used in assistance with the job requirements.
   a. All devices are required to have the City’s Mobile Device Management (MDM) software installed. The user has read and accepted all parts of City of Winston-Salem Wireless Communications Device Policy and the City of Winston-Salem Information Technology Policies & Procedures. The initial use of a City owned device includes an acceptance of use policy.
   b. Devices will have internal network access.
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c. User will be required to set a secure Password or PIN code. PIN must be a minimum of 4 digits and will be required to reset every 90 days.
d. The device will lock after a 15 minute period of inactivity.
e. The GPS location services built into the device will be required to remain on at all times.
f. The device content will be erased (wiped), in part or wholly, in the case of loss, theft or employee separation. This action may erase personal information. It is the sole responsibility of the employee to back up personal information and applications.
g. Each employee must immediately alert their supervisor and IT staff upon the loss or theft of their mobile device.
h. The City will not support, replace or transfer personal applications.
i. Applications will only be allowed to be installed from iTunes (iOS), Google Play (Android) or the City’s Worx Store.
j. All information is considered public record and must be provided as required by the law.
k. The user will be required to install authorized application updates, including operating system updates.
l. The device is subject to random spot checks and audits for policy compliance.
m. The employee will not tamper with the device’s operating system. Jail broken or rooted devices will be denied access to the City’s network.
n. The device will communicate with City network at predefined intervals.

2. Personally Owned Mobile Device / BYOD with Stipend and access to the City Network - The City provides cost reimbursement to an employee who uses a personally owned mobile device (BYOD) to conduct City business related to their job function. This category of user requires access to the internal City network.

a. All devices are required to have the City’s Mobile Device Management (MDM) software installed. The user has read and accepted all parts of City of Winston-Salem Wireless Communications Device Policy and the City of Winston-Salem Information Technology Policies & Procedures. The initial use of a personally owned device with stipend includes an acceptance of use policy.
b. Devices will have internal network access.
c. User will be required to set a secure Password or PIN code. PIN must be a minimum of 4 digits and will be required to reset every 90 days.
d. The device will lock after a 15 minute period of inactivity.
e. The GPS location services built into the device will be required to remain on at all times.
f. The device content will be erased (wiped), in part or wholly, in the case of loss, theft or employee separation. This action may erase personal information. It is the sole responsibility of the employee to back up personal information and applications.
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g. Each employee must immediately alert their supervisor and IT staff upon the loss or theft of their mobile device.
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j. All information is considered public record and must be provided as required by the law.
k. The user will be required to install authorized application updates, including operating system updates.
l. The device is subject to random spot checks and audits for policy compliance.
m. The employee will not tamper with the device’s operating system. Jail broken or rooted devices will be denied access to the City’s network.
n. The device will communicate with City network at predefined intervals.

3. **Personally Owned Mobile Device / BYOD with Stipend and no access to the City Network** - The City provides cost reimbursement to an employee who uses a personally owned mobile device (BYOD) to conduct City business related to their job function. This category of user requires access to the Internet or to email through Office 365, but does not require access to the internal City network.

   a. With proper approvals, employees may use their Personally Owned Mobile Device to access email only through Microsoft ActiveSync or Online Web Access. Devices will not have internal network access.
   b. The user has read and accepted all parts of City of Winston-Salem Wireless Communications Device Policy and the City of Winston-Salem Information Technology Policies & Procedures.

4. **Personally Owned Mobile Device / BYOD with no Stipend and no access to the City Network** - A personal owned mobile device voluntarily used by the employee. These devices are not approved for accessing applications within the City network.

   a. With proper approvals, employees may use their Personally Owned Mobile Device to access email only through Microsoft ActiveSync or Online Web Access. Devices will not have internal network access.
   b. The user has read and accepted all parts of City of Winston-Salem Wireless Communications Device Policy and the City of Winston-Salem Information Technology Policies & Procedures.