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Subject:	Mobile Device Policy				

1.0 PURPOSE

The Mobile Device Policy identifies the support levels and connection requirements for county employees to utilize their personal devices on the Collin County network.

2.0 SCOPE

The scope of this policy provides guidance for full-time Collin County employees connecting personal mobile devices to the county wireless network. The network provides access to the internet and web based applications hosted by the county but will not provide access to print services. Access to systems requiring a client side application installation will not be supported on this network.

3.0 REFERENCE

Not Applicable

4.0 BACKGROUND

This policy was created to define the limits of support which county personnel will be entitled to from the IT Department, to delineate the applications which will be made available on the wireless network and the potential ramifications of using personal devices on the county network.

5.0 POLICY

As a convenience to Collin County employees the Information Technology (IT) department has created a wireless network which will support **personal** mobile devices. The new “wifiCCmobile” network provides a secured wireless network path for employees who opt to bring their own wireless device to the office. The wireless network will support access to the internet and web based county applications. County applications requiring an application install on the device are only provided and supported on county issued mobile devices. County issued mobile devices will be set to use the standard county wireless network but may use the “wifiCCmobile” network if desired by the user. The user will be responsible for making the change to the wireless configuration setting.

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When connecting to the “wifiCCmobile” network, users will be prompted for their network username and password. The Collin County IT department takes no responsibility for any connection issues or problems encountered when using the wireless network. Additionally, this service is offered to county employees solely as a convenience and the IT department will not provide support for personal mobile devices. Since the “wifiCCmobile” network is provided as a convenience option for employees there are no service level guarantees and network capacity may be restricted by the IT department as necessary to provide greater levels of service to other county networks.

Connection settings on the user device, and installation of any client side applications, are the responsibility of the employee. Employees may be required to agree to an acceptable use statement, install remote data management software, accept software updates or patches and agree to allow Collin County to remotely remove data from any device which may be deemed to be compromised. By use of the “wifiCCmobile” network, county employees implicitly agree to the following conditions:

- Any personal data lost due to remote deletion is an acceptable risk and the employee will hold the county harmless should that event occur
- The IT department will not provide support or assistance for personal devices
- Personal devices used to connect to the wireless network may be subject to open records requests and potential seizure in the event of a law enforcement investigation
- Access to the wireless network is authenticated through the county’s Active Directory system which, along with other supporting network management tools, may be used to track user activity
- Network bandwidth is not guaranteed and capacity may be limited in order to allow other county networks to operate more efficiently during peak load times

County personnel using their personal mobile devices are responsible for providing their own power adapters and charging units. Power chargers for personal devices are not available from the IT department. County personnel issued county owned mobile devices are provided a single power adapter for use with their mobile devices. Any additional power chargers or adapters are the responsibility of the employee.

6.0 PROCEDURES

The county users are responsible for setting up their own connections to the “wifiCCmobile” network using the following instruction set:

Instructions to Connect to wifiCCmobile:

1. Turn on the Wi-Fi setting on your device by selecting the phone or tablet settings option and clicking on “Wi-Fi”.
2. Choose the wifiCCmobile option from the list of available networks.
3. Use your Collin County Network username and password when prompted to enter a username and password.

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- a. DO NOT store network access credentials on mobile devices or use a “Remember Me” feature on the device when connecting to the “wifiCCmobile” network.
4. Once the network credentials have been entered select either join or connect to be connected to the network.
 - a. Additional authentications may be required when connecting to county systems such as MyCC.
5. Remember, county network passwords must be changed every 90 days per the county password policy and the new password will have to be used on the device as well.

NOTE: Access to the “wifiCCmobile” network requires that the Microsoft Active Directory account be set to allow dial in access which must be requested as part of your network profile request. Some county departments restrict this feature so your Department Head/Elected Official may have to submit a request to the IT Service Desk to request access to the “wifiCCmobile” network for you.

7.0 REVISION HISTORY

Document the lifespan of this policy using a table like the one here.

Date	Revision #	Description of Change
11/02/2012	1.0	Initial creation
11/08/2012	1.1	EAS Review & Modification
1/30/2013	1.2	Added language to specify only single power adapter will be provided for county owned devices and users must provide any power charger for personal devices

8.0 INQUIRIES

Refer to the Collin County Service Desk for additional information.

9.0 APPENDICES

Not Applicable.

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