

COUNCIL REPORT

M&C No.	2019-148
Report Date	June 10, 2019
Meeting Date	June 17, 2019
Service Area	Corporate Services

His Worship Mayor Don Darling and Members of Common Council

SUBJECT: Mobile Device Governance Policy Statement

OPEN OR CLOSED SESSION

This matter is to be discussed in open session of Common Council.

AUTHORIZATION

Primary Author	Commissioner/Dept. Head	City Manager
<i>Amy McLennan</i>	<i>Stephanie Rackley-Roach</i>	<i>John Collin</i>

RECOMMENDATION

The City Manager recommends that Common Council:

Approve the Mobile Device Governance Policy Statement, which is incorporated in the draft of the full Mobile Device Governance Policy.

EXECUTIVE SUMMARY

There is not currently a policy in place for the governance of mobile devices owned by the City of Saint John. These devices include cellular phones, wireless data devices, and smart phones that are used by employees of the City.

A full Mobile Device Governance Policy (the “Policy”) was drafted in consultation with various stakeholders and was presented to the Senior Leadership Team on March 18, 2019. Following that presentation, minor revisions were made to the Policy based on feedback received and in consultation with the Office of the Common Clerk.

A current draft of the Policy is appended to this report. It will be implemented following Council’s approval of the Mobile Device Governance Policy Statement and the City Manager’s subsequent formal approval of the full Policy.

PREVIOUS RESOLUTION

N/A

REPORT

A recent 'Cell Phone Standardization' Continuous Improvement project revealed varying practices and a lack of policy and procedures related to the deployment, usage, and management of City-owned mobile devices. As a result, the need for a policy was identified.

A Mobile Device Governance Policy was drafted, with the following Policy Statement:

"The purpose of the Mobile Device Governance Policy (the "Policy") for the City of Saint John (the "City") is to define the governing of City-owned mobile devices, which access City corporate information systems.

The Policy supports the following corporate objectives:

- Support employees in their contribution to establish the City of Saint John as a service-based, results oriented, high performance, public service organization by providing mobile devices appropriate to operational needs;*
- Support the customer service needs of the organization by ensuring employees have the means to receive and respond to citizen or corporate requests within established service levels;*
- Provide for sound fiscal management of the organizational cost of mobile devices by the establishment of criteria to guide the deployment of mobile devices based on the operational requirements of a Service Area;*
- Protect the integrity and confidentiality of City data by establishing guidelines for mobile device access to City corporate information systems and for secure mobile device data storage; and*
- Support Corporate Records and Information Management policies and practices in the achievement of efficient and effective information management."*

In terms of scope, the Policy and Policy Statement apply to the use of mobile devices (i.e., cellular phones, wireless data devices, and smart phones) owned by the City and used by employees of the City of Saint John. The Policy does not apply to City of Saint John elected officials, nor members of City of Saint John agencies, boards, and commissions that manage their own devices.

A search for existing documentation revealed a policy drafted by City staff in 2012 relating to the governance of City-owned mobile devices. The Office of the Common Clerk confirmed there was mention of an upcoming policy in 2012, but documentation was not brought back to Council for approval.

In addition to the 2012 draft initiated by previous City staff, similar policies from other municipalities and the Saint John Police Force were reviewed to develop the proposed Policy and Policy Statement; these resources included:

- City of Fredericton – Wireless Usage Guidelines
- City of Moncton – Mobile Device Policy
- Town of Quispamsis – Handheld Operated Electronic (Mobile) Devices Policy
- Saint John Police Force – Mobile Device Usage Operational Policy

Following Council's approval of the Policy Statement, formal approval of the full Policy will be requested from the City Manager prior to implementation.

STRATEGIC ALIGNMENT

The Mobile Device Governance Policy Statement supports Council's Priority to be Fiscally Responsible by ensuring City-owned assets are used and managed in a consistent, cost-effective, and efficient manner.

SERVICE AND FINANCIAL OUTCOMES

Implementation of the Policy associated with the Policy Statement will support a consistent approach to the overall use and management of these City-owned assets and assist in maintaining practices to retain the \$51,000.00 in annual savings that resulted from the associated Continuous Improvement project.

INPUT FROM OTHER SERVICE AREAS AND STAKEHOLDERS

In addition to the Senior Leadership Team, the Office of the Common Clerk provided input with regard to the overall Policy.

The Policy was also reviewed by the various members of the associated Continuous Improvement project team, which included representation from Information Technology Services, Materials Management, and the Saint John Police Force.

ATTACHMENTS

Mobile Device Governance Policy - DRAFT.