



Medicine Hat College Procedure MOBILE IT CONNECTIVITY

Procedure #: PR-IT-01-01
Procedure Authority: Director, Library and Information Technology Services
Executive Sponsor: Vice President, Academic
Approved by: Vice President, Academic
Effective Date: 05/02/2016

1. PURPOSE

This procedure provides direction on the process to be followed to use a mobile device (College or personally owned) to access Medicine Hat College (MHC) owned or controlled information services.

2. SUPPORTING

- IT-01 Mobile IT Connectivity

3. DEFINITIONS

- **College Allocated Device:** MHC will provide mobile devices for employees who have specific job roles at MHC as indicated in Appendix A.
- **Mobile Device:** includes computers, laptops, cell phones, smartphones, PDAs, and tablet devices that synchronize with or remotely access College owned or supplied services, networks, or computer systems.
- **MS Exchange:** Microsoft Email and Calendar tool used by MHC for all employees and authorized users.
- **Personal Device:** A mobile device owned by the individual, not by the College.
- **Remote Access:** The ability to get access to a MHC owned or controlled computer or a MHC owned or controlled network from a remote distance.
- **Single Factor Authentication (SFA):** A method of securing access to a device, system, or resource that identifies the party requesting access through only one category of credentials, for example a password or PIN alone.

4. GENERAL PRINCIPLES

4.1 Eligibility and Conditions of Use for Personal Devices

MHC employees and authorized non-employees may synchronize devices to MHC's Exchange email and Calendar system.

Employees who choose to connect a personal device to MHC owned or controlled systems do so entirely at their own cost and risk.

Shared accounts (College accounts accessed by more than one person) will not be synched to personal devices.

Users who choose to synch their personal device with the College's MS Exchange or other College owned information systems or services accept that there may be some inadvertent risk to personal information.

Any security, application or feature required to be on the device is the exclusive responsibility of the device owner.

MHC cannot guarantee connectivity, service quality, and technical or use support of personal devices. However, IT Services will attempt to assist with the configuration and use, or direct users to assistance, as able and practical for MHC.

MHC is not responsible for personally owned equipment, including damage, configuration, or data loss relating to its use or configuration for use on any MHC system.

4.2 Lost, Stolen, or Compromised Devices

The owner of the device must immediately report to their supervisor and to ITS:

- (a) If the device is lost, stolen, compromised or is suspected to have been compromised.
- (b) Any incident or suspected incidents of unauthorized data access, data loss, or disclosure of MHC information resources, databases, networks, etc.

4.3 Security Requirements for Devices that Synchronize to MS Exchange

Devices that synchronize with MS Exchange must be encrypted.

To access the device a password, PIN, or biometric authentication must be used.

The PIN or password must be at least 4 characters that is not trivial (not a series of repeated characters like 1111 or a sequence of numbers like 1234).

The device must enter an inactivity timeout (lock) and require a minimum of single factor authentication after no more than 30 minutes of inactivity.

If determined by MHC, the device must have installed MHC authorized security, authentication or sandboxing application(s).

Ten incorrect attempts to unlock the device must result in the automatic wiping of data and account information housed on the device.

5. PROCEDURES

5.1 Procedure to Use a Personal Device and Conditions of Use for Synchronizing with MS Exchange

Employees who have been authorized to use a College allocated device (see appendix A) may use their own personal device instead of a College owned device on the authorization of their supervisor.

MHC employees use their MHC authentication credentials (username and password) to synchronize their device.

In such cases where an employee's own personal device is used instead of an allocated College owned device the employee must commit to the use of their personal device for a two year period before they will be eligible to request a College owned device.

In such cases where an employee's own personal device is used instead of an allocated College owned device, and the employee's device is damaged, the employee must repair or replace it within 30 days.

5.2 Procedure to Use Personal Devices for Remote Access

The use of personal devices for remote access is managed by ITS using User and Network Access Controls.

Users wishing to use remote access are to contact the IT Support Centre to determine eligibility and technical requirements.

5.3 Procedure to Purchase and Receive, and Conditions of Use, of College Owned Devices

The process for request of a College owned device is initiated by completion and submission of the "Mobile Device Application Form" (on Source in the Finance section) requiring the approval of the respective Dean, Director, or Vice President.

MHC's finance department processes authorized requests and purchases for College owned devices.

The fee to purchase and all associated contractual, licensing, and monthly usage fees are charged to an appropriate budget centre (GL) of the department requesting the device.

The College will repair or replace College owned mobile devices for loss or damage occurring in the normal, non-negligent use of the device for work related purposes.

Costs incurred due to misuse or negligent use of the College owned mobile devices on the part of the employee (end user) may be charged to that employee at the discretion of the College.

Users receiving a College owned device will not be eligible to request to use their own personal device until the College owned device is up for renewal, at the discretion of the College.

College owned Mobile Devices and Mobile Connectivity devices will not normally be replaced if less than three years of age except as is necessary due to damage or loss.

6. ADDITIONAL INFORMATION

Mobile Device Application Form (Finance)

ORIGINAL COPY SIGNED

Mike Gillespie
Vice President, Academic
Date: April 29, 2016

DOCUMENT HISTORY

April 2016 Procedure approved