

# **STOUGHTON UTILITIES**

## **Portable Devices Selection and Maintenance Policy**

*Last Revised: March 14, 2017*

### **INFORMATION**

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## **Introduction**

To better serve our customers and give our workforce the best tools to do their jobs, Stoughton Utilities (SU) continues to adopt and make use of new means of communication and information exchange. To accomplish this goal, SU may distribute various portable devices to staff when deemed necessary and appropriate, and encourages the full and frequent use of these devices. Such portable devices may include, but are not limited to, laptop computers, cellular telephones ("smart phones"), and/or tablet computing devices.

## **Purpose**

All SU employees are provided with the SU Portable Electronic Device Policy, approved by the Stoughton Common Council on February 14, 2012, either at the time of hire or upon issuance of a portable device. In order to maintain the ability to enforce key points in that policy, SU also has its own obligations that are addressed in this policy.

This policy cannot lay down rules to cover every possible situation. The purpose of this policy is to express SU's philosophy and set forth general guidelines governing the selection of electronic mobile devices. By adopting this policy, it is SU's intent to ensure that SU management has the ability to easily manage its devices while simultaneously providing employees with the ability to use portable electronic devices to their maximum potential for the benefit of SU.

## **Policy**

SU shall select portable electronic devices for employee use with the following factors considered:

1. All portable electronic devices shall remain the property of SU. This allows SU to maintain and enforce an acceptable use policy, inspect and review the device when necessary to determine if employees are in compliance with SU policies, maintain centralized management capabilities, and revoke user privileges when necessary.
2. SU shall select products that give our workforce the best tools to do their jobs. For ease of training, management, maintenance, and administration, these devices shall be standardized and uniform in manufacturer and operating system whenever possible, although SU reserves the right to select alternative devices when they are more appropriate for the user's job responsibilities.
3. Device maintenance shall remain the responsibility of SU, and shall be completed at SU's expense and discretion. As a result, SU management and information technology staff shall always make the final selection of device type, manufacturer, make, and model.

SU shall bear the costs of repair or replacement if the device is damaged, lost, stops operating, or experiences performance/quality issues. If damage or loss is determined to be a result of employee negligence or misconduct, SU may revoke the employee's device privileges and may opt to not repair or replace the device.

4. Device upgrade replacements shall be consistent with SU's technology replacement schedule, which is three years for workstations and laptop computers, and two years for other mobile devices.
5. SU has the ability and reserves the right to configure and/or restrict certain device and software settings in order to standardize configuration and maintenance tasks, to ensure the device remains secure, and to ensure the device is used for appropriate work-related tasks and needs.

6. Software and operating system configuration, troubleshooting, maintenance, and upgrades shall remain the responsibility of SU. As a result, SU management and information technology staff shall always make the final selection of device operating system, with standardization, device security, and long-term support as a primary factor, as well as compatibility with our centralized management systems.
7. Third party software purchased and installed by SU shall be supported and maintained by SU. SU shall utilize their centralized management capabilities when possible to acquire and maintain software licensing, issue and revoke user licenses, and/or monitor installed software on SU owned devices. Whenever possible, SU shall select one software application for a specific task and uniformly install it to all devices that need to perform that task.
8. SU reserves the right to remove any third party software installed by the end user if any of the following apply
  - a. The software's presence on the device constitutes a violation of the SU Portable Electronic Device Policy, or
  - b. The software poses a security risk to the device, SU's data networks or computer systems, or data stored in SU supported and installed software, or
  - c. The software presents a configuration conflict with SU purchased or installed software, or
  - d. The software consumes excessive bandwidth paid for by SU (cellular or office WiFi), or
  - e. The device must be wiped for maintenance or replacement, and the software or data was not sufficiently backed up by the user.