## Purpose

Facilities & Services IT (F&S IT) aims to provide a flexible, stable and secure computing environment for staff within the Facilities and Services Division. To support this goal, all computers and mobile devices will be configured to meet the security standards, policies and guidelines of the ANU.

## Definitions

- **Computer** – Any server, desktop or laptop
- **Portable Device** – iPad, tablet and portable devices
- **Mobile** – mobile phones including Smartphones and iPhones

## Process

The objective of these guidelines is to provide standards and information about acceptable use of computer and mobile equipment within the Division:

- Facilities & Services IT (F&S IT) support all staff employed by the Division of Facilities & Services, including ANU Apartments and the Kioloa, Siding Springs and NARU remote sites. F&S IT works closely with Division of Information (DOI) for infrastructure support such as networking, UDS domain / email support and business systems such as the parking system, Maximo and OneStop.

### Allocating Computers

The relevant manager will request a computer from F&S IT via an email to fs.helpdesk@anu.edu.au detailing who the computer is to be issued to and for how long the computer is required (if short term). For new staff a charge code will need to be provided (which can be obtained by F&S Finance) and confirmation and employment details from F&S HR.

- All staff will be issued with a Dell OptiPlex (desktop) computer which will include a Dell Monitor, keyboard and mouse.

Standard software installed on all computers consists of:
- Microsoft Windows 7 Enterprise
- Microsoft Office 2010 Professional
- Sophos Anti-Virus software
- PDF Reader
- Internet Explorer & Mozilla Firefox
Additional software can be purchased and installed by F&S IT once approval has been given by the relevant manager if deemed necessary for job/role. Once a request for additional software has been made via email to fs.helpdesk@anu.edu.au, F&S IT will then provide the manager with costings for purchase and / or advise if alternative software is available.

**Acceptable Use**

Computing devices provided by F&S IT Services are the sole property of the University and as such, should be handled responsibly.

Staff must be aware that it is against ANU policy to install or copy unlicensed material onto their computers as outlined in the acceptable use of Information Infrastructure Policy. This can be found at: http://policies.anu.edu.au/policies/acceptable_use_of_information_infrastructure/policy

**Continued need for Computers**

If a staff member terminates their employment with Facilities & Services, F&S IT will remove the computer which will then be reimaged removing all personal information before being re issued within the Division. In the case of shared workstations, the local profile of that person will be removed.

Staff leaving F&S will be advised by F&S IT on the procedure for copying personal information including emails to a DVD disk.

All computer hardware is recorded on the IT asset register.

**Portable Devices**

Staff issued with a portable device such as an iPad or Tablet must take care when handling their device to avoid breaking or damaging their equipment.

**Allocating Portable Devices**

The relevant manager will assess requests for the allocation of a portable device and submit a business case for approval by the General Manager of Corporate Services or Director F&S.

Devices such as iPads are required to be returned to F&S IT periodically for system and application updates. F&S IT will initially configure any such devices for access to UDS email and calendaring and other applications such as VPN as required. iPads will be replaced after a 3 year period, unless there is a proven requirement for newer features available in a newer model.

Where a staff member is assessed as no longer requiring a portable device or terminates employment with the Division, the local area shall make reasonable arrangements with the staff member for the return of the device to the IT office.
Allocating Mobile Phones

The relevant manager will assess requests for the allocation of a mobile phone and submit a business case for approval by the General Manager Corporate Services or Director F&S. Criteria under which a staff member may be allocated a mobile phone include, but are not limited to:

- A requirement to undertake frequent out of office duties, including travel.
- A requirement to be on call.
- Client services, productivity, or efficiency will be improved.

The Division does not have a policy to automatically issue staff with mobile phones. A mobile phone will only be issued if it is deemed necessary by meeting the above criteria and approval has been given by the appropriate manager.

Acceptable Use

The use of mobile phones must be cost effective. Staff must adhere to the following practices:

- Where possible, landlines are to be used in preference to mobile handsets.
- Calls should be kept as brief as is reasonable in the circumstances of each call.
- Texting should be kept to a bare minimum, texting is charged at 16.5 cents per text. To maximise savings it is cheaper to call an ANU employee’s mobile phone then it is to text them. For those employees issued with a Smart Phone there is no cost to send the person an email rather than a text as data is covered in the phone plan.
- For employees issued with a smart phone or tablet device, 1G of data is allotted each month. If the employee exceeds the data limit then the phone will be charged (at the maximum data rate by Optus). Staff may need to pay back any excessive data use.

**Calls to another ANU Optus mobile phone are free for the first 10 minutes then are charged at 7.7 cents per 30 seconds. Calls to other mobile carriers are also charged at 7.7 cents per 30 seconds.**

For a full listing all mobile call charging please visit: [http://information.anu.edu.au/telephones/telephones_voice/mobile.php#Call pricing](http://information.anu.edu.au/telephones/telephones_voice/mobile.php#Call pricing)

- Reasonable care must be taken to prevent damage, loss or theft.
- When travelling overseas, international roaming is turned off by default as international costs are extremely high. International roaming will only be turned on for mobile devices after approval by the General Manager of Corporate Services or Director F&S.
• Staff should be aware that when calling a contractor, if the contractor is overseas, the call will incur international charges.

• Any private use of mobile phones is to be kept to a minimum, and users shall ensure that at all times the use of their mobile phone is primarily for business purposes. Staff may need to pay back any excessive personal calls.

• Any mobile bill over $50/month will be assessed by Corporate Services and the relevant manager. Any unsubstantiated costs will be recovered from the user.

Staff need to be aware that the University retains mobile phone accounts and call details in electronic format. These records detail information including time of calls, numbers dialled, duration and cost of calls and texts and will be accessed by authorised staff for review, audit and investigation purposes. Monthly reports are provided to the Senior Management Team and relevant managers.

Responsibilities of Mobile Phone Users

Mobile phone users are:

• To abide by this Division’s mobile phone guidelines, and all related ANU policies. This can be found at:


• To comply with the fair and responsible use practices noted above;

• Responsible for any, and all activities associated with that mobile phone;

• To ensure the safekeeping, care and custody of the mobile phone;

• To immediately report lost/stolen mobile phones to FS IT;

• To reimburse the Division in a timely fashion, for any private calls or texting that may exceed what could be regarded as reasonable private use;

• Prohibited from using the phone to harass, menace, intimidate, or send offensive messages to others;

• To return the mobile phone to the relevant Manager or to F&S IT when the staff member believes that the reason for being allocated a mobile phone no longer exists;

• To notify F&S IT when they are going on( leave or) extended leave so that the mobile phone service can be suspended.

• To return the mobile phone and SIM card to F&S IT upon terminating employment with the Division. The delegate retains the discretion to allow the mobile number to be transferred into the user’s personal name and retain the handset.
Continued Need for Mobile Phones

On an annual basis each local area will review the allocation of mobile phones for all of their staff, and assess whether there continues to be a need for a staff member allocated with a mobile phone to retain it.

Where a staff member is assessed as no longer requiring a mobile phone, the local area shall make reasonable arrangements with the staff member for the return of the mobile phone. Local areas shall also ensure through the IT Office that the mobile phone’s account is either cancelled or transferred to another appropriate staff member.

The Division does not have a policy to automatically issue staff a mobile phone. A phone will only be issued if it is deemed necessary (see above under Allocating Mobile Phones).

Transferring (porting) mobile number to a new Mobile Provider

- Staff terminating employment with the Division may (if approval from the delegate has been given) transfer their mobile number to a new mobile provider.

- A CHOWN (change of ownership) form provided by FS IT will need to be completed and returned to the IT office.

- The issue, disposal and re-issue of all mobile equipment will be recorded in the IT F&S asset register.

Purchasing

Mobile phones are purchased by F&S IT via the Optus Efulfillment site. After the initial request for a mobile phone is made, F&S IT will notify the relevant manager on the choices available and costs involved.

The standard mobile phone issued to F&S staff is a Nokia E5 or a Samsung B2710 (current models). All other mobile phones such as iPhone’s will need to be approved by the General Manager, Corporate Services with justification on why something other than the standard mobile phone is required.

Warranty

All phones generally come with a 12 months warranty. Within this time, if a phone becomes faulty it will need to be returned to F&S IT who will arrange repair through Optus.
Disposal

Any phone that is no longer required or has been damaged and is out of warranty will need to be returned (with the sim card) to F&S IT for disposal. Areas must not dispose or pass on a mobile phone to another user.

The IT asset register will be updated to note that the item has been disposed of correctly.
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<th><strong>Responsible Officer</strong></th>
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<td>IT Manager – Corporate Services</td>
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| **Relates Policies, Procedures, Guidelines, Forms** | Refer ANU Information Technology Policies  
| **Policies/Authority Superseded by this Policy** | Nil                      |
| **Keywords**            | F&S IT Equipment Policy                                               |
| **File number**         | N/A                                                                   |