


Chapter:	General Administration	Classification:	Public Document
Subject:	Communication Devices		
For:	Entire Division	 Authorized by Executive Director	

1. Policy

- 1.1 Individuals or work groups may be permanently or temporarily assigned a communication device, e.g., cell phone, smartphone, when
 - 1.1.1 they are working away from the normal business location or outside normal business hours
 - 1.1.2 it can be demonstrated that such a device is required for effective, efficient and/or safe work

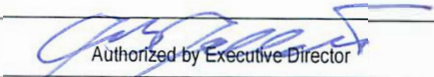
2. Principles

- 2.1 Cell phones, smartphone and other communication devices may be issued based on the following factors
 - 2.1.1 occupational health and safety
 - 2.1.2 on-call responsibilities outside normal business hours
 - 2.1.3 required to be available or have use of a phone while in transit
 - 2.1.4 no ready access to "landline" phones or radio communication
- 2.2 The type of communication device assigned is to be based on the nature or type of communication required, e.g., verbal or written communication.
- 2.3 Staff are not to use privately-owned cell phones for government business.
- 2.4 Staff are required to reimburse the government for charges incurred when a departmental communication device is used for personal purposes as directed by the Executive Director.
- 2.5 Staff are not to use cell phones when operating a motor vehicle.

3. Confidentiality

- 3.1 Staff are not to conduct cell phone conversations of a sensitive, private or confidential nature in places where the conversation may or is likely to be overheard by third parties. Staff will make such calls on "landline" phones.

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4. Lost or Stolen Communication Devices

- 4.1 Staff are to immediately call the Information Communications and Technology Services (ICTS) Service Desk (902-424-7777) and choose option 2 (24 hours a day, 7 days a week) regarding lost or stolen government issued communication devices.
- 4.2 Staff are required to report the incident to their supervisor.

5. Communication Devices to Surplus

- 5.1 Whenever a government communication device is decommissioned or becomes surplus, the device will be sent to ICTS Surplus and the device will be reimaged by ICTS personnel. Reimaging the device effectively deletes or scrubs all data so that no data remains on the device hard drive.
- 5.2 Prior to sending the communication device to ICTS Surplus, staff are to fill out a request to remove computer or accessories through the ICTS portal. The request is found at : [ICTS Services](#)
- 5.3 All communication devices shall be delivered to:
 ICTS Warehouse, Surplus
 10 Acadia Street, Suite #4
 Dartmouth, Nova Scotia B2Y 4H3