

SUBJECT: Mobile Devices	Effective Date: 7/16/18	Procedure Number: FS 2018 FS0033	
	Supersedes:	Page 1	Of 3
	Responsible Authority: Associate Vice President for Administration and Finance (Facilities & Safety)		

APPLICABILITY/ACCOUNTABILITY:

This procedure applies to all departments within Facilities & Safety.

PROCEDURE STATEMENT:

This procedure describes mobile device procurement, inventory, configuration, asset control, training, IT support, and de-provisioning. Each F&S department shall identify at least one liaison to work with Resource Management Information Technology (RM-IT) regarding all mobile device issues.

DEFINITIONS:

Mobile device: a portable computing device, such as a smart phone, tablet, or laptop

PROCEDURES:

Device Procurement

F&S department liaisons shall confer with RM-IT regarding the procurement of devices and follow the established process for purchasing computer equipment such as PCs, laptops, and peripherals. RM-IT shall identify expected product life cycles and provide recommendations to the department liaison regarding product attributes, service contracts, and third-party accidental damage coverage. Departments shall review the options presented by RM-IT, make their purchases, and have the orders delivered to RM-IT.

Inventory

Upon receipt of the devices, RM-IT will enter the devices in the ITEMS inventory database, to include:

- In-service dates
- Item descriptions
- Cost of devices
- Owner department
- Staff member (when known)
- Campus locations
- Estimated end-of-life dates

Mobile Device Configuration

RM-IT shall manage the devices using the Mobile Device Management (MDM) application (MDM) “AirWatch” (subject to available funding).

Device Configuration

RM-IT shall provide guidance to the departments to ensure that device configuration complies with UCF Policy 4-007.1, Security of Mobile Computing, Data Storage, and Communication Devices. RM-IT shall remove an employee’s ability to load personal, password-required applications onto a device. Departments shall determine what applications, functional levels, and feature sets are to be configured on the devices, and validate and approve the configuration with RM-IT.

Device Asset Control

RM-IT shall inventory the devices in ITEMS to the department level. However, departments can adopt a multi-layer approach when assigning a device to a staff member.

Example:

Department – unit – zone – supervisor – employee

Lost, Stolen, or Damaged Devices

Employees shall notify their Supervisors when a device is lost, stolen, or damaged, and in turn, the Supervisors shall notify the department liaisons. The liaison shall notify UCF PD and RM-IT in the case of any lost or stolen devices. RM-IT shall notify EHS Risk Management if a lost or stolen device requires an insurance claim. Damaged devices shall be returned to RM-IT to determine if the devices are under warranty or covered by thirty-party accidental damage coverage. RM-IT shall advise the department if a device is under warranty, or whether it is more cost effective to repair the device, versus purchasing new.

Device User Training

Departments/supervisors shall train employees on:

- How to unlock a device using a passcode when the screen locks
- How to manually lock the screen
- How to connect to Wi-Fi using the guest network when the employee needs to reset his or her NID password
- How to access the university WPA2 network for full network access
- When to call the UCF IT Help Desk, at 407-823-5117
- How to set up employee Outlook email access
- When and how to seek assistance from their Supervisors or from HR (e.g., if an employee does not know his or her NID)
- Assistance on department-specific applications, ensuring all devices are standardized and the applications are functioning

In-Service Device Support

- The Supervisor shall provide assistance to the employee for username and password issues.
- The Supervisor shall periodically check the device’s function and condition.

- The Supervisor shall submit an RM-IT service request, identifying the problem(s), and request either normal or priority service.

Service Requests

The supervisor will open an IT service request, identifying the issues, and selecting from the following service request categories:

- Normal (response within 24 hours)
- Priority (response within 8 hours)

RM-IT Support

RM-IT shall begin with Tier 1 support to assess the problem with the device and make any quick fixes, elevating the request to Tier 2 support when needed. RM-IT shall advise the Supervisor as to the cause of a non-functioning device. RM-IT shall issue a spare device if an immediate repair cannot be made.

RM-IT shall provide Tier 2 support when device functions, setting configurations, or change management is required. Tier 2 support shall provide assistance to the Tier 1 RM-IT staff when requested.

Device Resetting

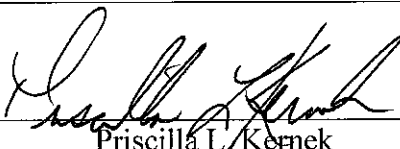
RM-IT shall reset a device back to factory default settings upon request.

Device De-provisioning

Departments shall return all university-owned mobile devices to RM-IT when the devices are at the end of their lives. RM-IT shall wipe the devices of all content or transfer the content to new devices. The RM-IT Property Custodian shall mark the devices as inactive and enter the assets into the Surplus Database. If the devices are part of a lease or buy-back program, the RM-IT Property Custodian shall coordinate their return with the vendor.

REFERENCES

UCF Policy 4-007.1, Security of Mobile Computing, Data Storage, and Communication Devices:
<http://policies.ucf.edu/documents/4-007.1SecurityofMobileDevices.pdf>

Approved By:	Date Approved:
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