



# City of Hickory Mobile Device Usage Policy

Issued April 11, 2012

## Purpose

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The City of Hickory considers the use of electronic mobile devices as important tools to achieve continued innovation, enhanced communication and cost reduction. These guidelines provide a means to identify appropriate use of electronic mobile devices and to protect information technology networks, data and systems. These guidelines apply to all City employees authorized to utilize either City-owned or personally-owned mobile devices to store, access or conduct City business. Mobile devices include the data plan on smart phones and various versions of tablet computers. All mobile devices are subject to the provisions set forth in the City's Electronic Communication Policy.

## Guidelines

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### *City-Owned Devices*

- Only Exempt employees with the permission of their Department Head are allowed to be issued a City-owned mobile device.
- Mobile devices must only be connected to the City's corporate network from the outside (not a City-owned access) via a Virtual Private Network (VPN).
- Personal use of City-owned mobile devices (excluding phone calls) on personal time, and use that does not incur cost to the City or harm to the City's network, data or systems is permitted (i.e. Personal applications (apps) purchased through a user's personal account, accessing personal email accounts or social media sites, etc.).
- The City is not responsible to support, replace or transfer personal apps and reserves the right to reset the device if necessary for a business purpose—which may erase personal information.
- Apps must only be installed from official platform-owner approved sources and users shall not load illegal software or content onto mobile devices.
- Users must only connect devices to computers with current and active anti-virus protection.
- Apps identified by the City necessary for official business will be purchased and downloaded only by the City's IT staff.
- Information considered a public record must be provided, if requested, by the user whether conducted, accessed or stored on a City or personal device or personal account (i.e. Email, Social Media, Blogs, etc.).

### *Personally-Owned Devices*

- IT staff will assist only Exempt employees, with the permission of their Department Head, in accessing City email and provide support for usage required for official City business on the user's personal mobile device.
- Mobile devices must only be connected to the City's corporate network from the outside (not a City-owned access) via a Virtual Private Network (VPN).
- If employees conduct any City business or store any City data on personally owned devices, they shall provide access to all public records (email, documents, text messages, or any other business-related form of communication) on that device upon request from the City and failure to do so shall result in disciplinary action up to and including termination.

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*To reach IT staff for questions or support, please dial 323-7548 or email [ithelpdesk@hickorync.gov](mailto:ithelpdesk@hickorync.gov). Please immediately report any lost or stolen devices, whether personally or City-owned to enable IT staff to safely disconnect the device from the City network, data and systems.*

  
Mick W. Berry, City Manager

9/11/12  
Date



# City of Hickory Mobile Device Usage Policy Acknowledgment Form

This form is used to acknowledge receipt of, and compliance with, the City of Hickory Mobile Device Usage Policy.

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## Procedure

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Complete the following steps:

1. Read the Mobile Device Usage Policy.
2. Sign and date in the spaces provided below.
3. Return this page only to Human Resources.

## Signature

By signing below, I agree to the following terms:

- i. I have received and read a copy of the “City of Hickory Mobile Device Usage Policy” and understand the same;
- ii. I understand and agree that any mobile device used to conduct City business may contain proprietary and confidential information about the City of Hickory, its residents or its vendors, and that this is and remains the property of the City at all times;
- iii. I agree that I shall not copy, duplicate (except for backup purposes as part of my job), otherwise disclose, or allow anyone else to copy or duplicate any City of Hickory data (email, documents, spreadsheets, presentations, drawings, maps, contacts, etc.) or City-owned software;
- iv. I understand that any and all information that is related to conducting City of Hickory business, whether on a City-owned or employee-owned device, is accessible under North Carolina General Statute Chapter 132, Public Records and potentially discoverable in the event of litigation involving the City.
- v. I agree that, if I leave the City of Hickory’s employment for any reason, I shall immediately return to I.T. the original and copies of any and all software, materials, or equipment that I may have received that is either in my possession or otherwise directly or indirectly under my control. This is to include applications, license information, mobile devices, cases, chargers, cables or other City issued equipment.
- vi. I agree to all terms as outlined in the City of Hickory Mobile Device Usage Policy.

Employee signature: \_\_\_\_\_

Employee name: \_\_\_\_\_

Date: \_\_\_\_\_

Department: \_\_\_\_\_

Department Head signature: \_\_\_\_\_