

# City of Bellingham Policy

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**Title:** USE OF BLACKBERRY COMMUNICATIONS DEVICES  
**Code:** ADM 07.00.10  
**Chapter:** Administration  
**Level of Policy:** Administrative  
**Date Issued:** March 15, 2006  
**Developed by:** Marty Mulholland, Director of Information Technology Resources  
**Approved by:** Mark Asmundson, Mayor

See Also: ADM.00.00.03, Using City Property  
ADM.07.00.11, Using City Computers and Other Information Technology Resources

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## Purpose

### Scope

This Policy applies to City employees when authorizing, administering, or using Blackberry devices to access applications made available on the City's Blackberry Enterprise Server, i.e. e-mail.

### Definitions

**Blackberry:** Hand-held devices that can be used as telephones and as wireless hand-held e-mail, Internet, and application devices.

**Data services:** Services purchased to provide wireless access to the Internet via a hand-held device

**ITR:** Information Technology Resources

**Authorized Blackberry User:** An employee who has been authorized by the Mayor or CAO for City supported Blackberry use

**Services Agreement Plan:** One of two plans chosen by the City/employee for City business Blackberry use

## Policy/Conditions

### 1) City Authorizes Business Use of Blackberry Communications Devices

The City supports the use of Blackberry communications devices for certain employees when there is a compelling City business interest to do so such as

- Employee is likely to make substantial use of the device for City business purposes
- Immediacy of access to systems such as e-mail and meetings calendar is of significant value to the City

- Employee work assignments are often out of office and/or outside normal business hours. Blackberry communications devices allow the employee the immediate and timely conduct of business.
- Employee field use of data services speeds or improves service delivery

## 2) Department Head Recommends Blackberry Use Authorization

A department head recommends City supported Blackberry use by an employee only when such use serves a compelling City business interest (see examples above).

In addition, we require Department Head review and approval of:

- Blackberry Service Agreement Plan Option
- Client license purchases
- Equipment purchases

## 3) Mayor or CAO Authorizes Use of Blackberry Devices

When recommended by Department Head, Mayor or CAO reviews and authorizes or denies use of blackberry devices and informs ITSD Director.

Reviews and approves **Allowance and Cost Schedule** (below) and authorizes exception to the **Allowance and Cost Schedule** based on exceptional business need.

## 4) City Offers Two Blackberry Service Agreement Plans

City will pay for the business use costs of Blackberry in one of two ways, using either the **City Plan** or the **Communications Allowance Plan**.

- a) **City Plan.** We authorize the City Plan when equipment is expected to be used almost exclusively for City purposes. Under this plan, the City will
- Purchase equipment
  - Pay for client license and ongoing services
  - Consider and track Blackberry equipment as a City property asset
  - Consider blackberry phone numbers as City telephone numbers which may not be transferred to personal phone plans

An employee may make minimal personal use of a blackberry in accordance with Policy ADM.07.00.11, USING CITY COMPUTERS AND OTHER INFORMATION TECHNOLOGY. We require employees to reimburse the City for personal use beyond “minimal”.

- b) **Communications Allowance Plan.** Under this plan option, we provide the employee with an allowance to cover the expected on-going costs in using employee-owned Blackberry equipment for business purposes.

The allowance

- Is meant to reflect the cost the City would pay for expected business usage. See the **Allowance and Cost Schedule**, below.
- May be changed or discontinued by the City with very short notice to the employee
- Is provided via the payroll check after paperwork has been submitted consistent with payroll processing procedures.
- Is subject to applicable pay and tax rules
- Will continue until
  - The department and/or employee initiates an action to discontinue the allowance, or,
  - The employee separates from employment.

Should an employee incur an exceptional amount of expense based on unique City business-related circumstances, he/she may request additional reimbursement for those “exceptional” business expenses through normal employee reimbursement procedures.

Employees are responsible for

- Purchase of equipment
- Regular and reasonable use of Blackberry for City business, during working hours and non-working hours based on City business needs
- Payment of bills and charges
- Account set up
- Notifying the City immediately if the monthly bill is less than the City allowance
- Applicable taxes
- Retaining six (6) months of Blackberry monthly billing records.
- Upon request by the City, providing recent billing statements reflecting all business-related phone calls. Personal phone usage may be redacted.
- Keeping personal use to a minimum during business hours

#### **5) Authorized Blackberry Users Follow Applicable City Policies**

**Blackberry users follow City policies governing the use of information technology resources, City property, and all other workplace policies. For example:**

- Submitting to audit as provided under ITR policy
- Obtaining prior supervisory approval for any overtime work employees perform on site or off site
- Following Blackberry use security standards and guidelines:
  - Use password feature.
  - Do not store City passwords on Blackberry, except to use the Password Keeper application on the device that provides for a secure means of storing passwords. We encourage use of this feature.
  - Report an equipment loss as soon as possible to Network Operations.

Notify Network Operations to configure City e-mail for forwarding.  
Note: Employees may not forward City e-mail to personally owned Blackberry device without express written permission from Director of ITSD.

Sign Blackberry User Service (Support) agreement as a condition for connection to City e-mail system

#### **6) ITSD Administers the Blackberry Program**

ITSD administers this policy and the program

- ITSD receives bills for devices owned by the City. ITSD bills departments, except for Police Department
- ITSD determines security standards
- Establishing and updating Blackberry Devices Allowance and Cost Schedule and notifying Payroll and Authorized Blackberry Users of changes
- ITSD establishes equipment and carrier standards and requires purchase of Standard equipment. See **Standard Equipment**, below.
- ITSD maintains signed **Employee Agreement – Blackberry Use** records.
- ITSD initiates **Communications Allowance Plan** authorization paperwork,
- ITSD Network Operations configures enterprise server to enforce appropriate server and communications standards.

**See: ADM.07.00.11 Using City computers and other Information Technology Resources**

## **Blackberry Devices: Allowance and Cost Schedule**

Authority: ADM 07.00.10, Use of Blackberry Communications Devices

Date Issued: Effective January 1, 2006

Prior Date Issued: n/a

### **Approved by:**

- 1) Initial Client License (one-time cost): \$63 - \$77 depending on volume of licenses purchased. Contact ITSD to determine specific cost.
- 2) Ongoing Communications Allowance via payroll check:
  - a) Data and Voice Services: \$35/pay period (\$70/month)
  - b) Data services only: \$14.99/pay period (\$29.98/month)
- 3) Allowance amount exceptions: Some allowances may be adjusted outside of the rates above based on exceptional business use. Unique allowance levels must be authorized by the Mayor or CAO.

## **Blackberry Devices: Authorized Standard Equipment**

Authority: ADM 07.00.10, USE OF BLACKBERRY COMMUNICATIONS DEVICES

Effective Date: January 1, 2006

Prior Date Issued: n/a

### **Approved by:**

- 1) **City Plan** – T-mobile and/or Nextel depending on department
  - a) Blackberry 7100 series – devices have more of a “phone” form factor
  - b) Blackberry 7250 or 7290 models – devices that have a QWERTY keyboard and more of a “computer” form factor
  - c) Older models still supported: Blackberry 6510, 7510, 7230
- 2) **Communications Allowance Plan**
  - a) Devices on City Plan, above
  - b) Verizon – 7250, 7100 series devices

