Cape Peninsula
University of Technology
creating futures

## POLICY DEVELOPMENT FRAMEWORK

## MOBILE COMMUNICATION AND TECHNOLOGY RESOURCE POLICY

| | |
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| Policy Number | **Version 1.0** |
| Date of Approval | **November 2024** |
| Policy Sponsor | **DVC: Operations** |
| Next Review Date | **November 2027** |
| Approver | **Council** |
| Department/Unit | **CTS: Networking Department** |

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# 1. PURPOSE

1.1. The purpose of this policy is:

    1.1.1. To regulate the use of cellphones and data resources provided by the university to all CPUT staff members or relevant university stakeholders or representatives , including both cellphone data and Access Point Name (APN) data.

    1.1.2. To ensure that the cellphone and data resources are used effectively by all CPUT staff members and other relevant university stakeholders or representatives for university business, enhance communication, and support the operational needs of the staff.

    1.1.3. To safeguard and to ensure the effective utilisation of the organisation's assets and promote a culture of accountability.

    1.1.4. To promote service delivery and ensure that services continue when employees are not office bound on approved university business.

    1.1.5. To allow the Computer and Telecommunication Services (CTS) department to determine whether employees receive a university-provided cellphone or a cellphone allowance, and either a managed APN for data or a data allowance, thus ensuring efficient allocation of technology resources.

    1.1.6. To specify the consequences pertaining to intentional and unethical misuse of university allocated technology resources.

# 2. SCOPE

2.1. Institutional:

    2.1.1. All staff members and representatives of Cape Peninsula University of Technology (CPUT) in respect of their work, duties, and functions for CPUT, when using technology resources of CPUT.

    2.1.2. All university representatives when performing duties or functions for CPUT, for example, under a contract between their employer and CPUT to provide CPUT with goods or services, or as part of any activity connected with CPUT.

# 3. OBJECTIVE AND CONTEXT

3.1. **Regulation of Technology Resources**: To establish clear guidelines for the use of cellphones and data services provided by the CTS department to authorised CPUT employees, ensuring compliance with organisational policies, legal requirements and consistency in usage.

3.2. **Effective Resource Utilisation**: To ensure that cellphones and data (including both cellphone data and Access Point Name (APN) data) are used solely for university-related business, thus enhancing communication and supporting the operational needs of the staff.

3.3. **Asset Protection and Accountability**: To protect the university's cellphones and data (including both cellphone data and Access Point Name (APN) data) resources from misuse and to foster a culture of accountability among staff and representatives, ensuring responsible and efficient use of technology resources.

3.4. **Flexibility in Service Delivery**: To promote flexibility in service delivery, ensuring uninterrupted services even when employees are away from the office, thereby maintaining continuity in university operations.

3.5. **Resource Allocation Decision by CTS**: To delegate the decision-making power to the CTS department regarding the allocation of either a university-provided cellphone or a cellphone allowance, and a managed APN for data, optimizing resource allocation.

3.6. **Comprehensive Coverage**: The policy applies comprehensively to all CPUT staff members and representatives, encompassing a wide range of scenarios including work-related events, travel, and any other circumstances where they represent or act on behalf of the university.

# 4. POLICY PRINCIPLE

**POLICY STATEMENT**

4.1. This policy statement reflects CPUT's dedication to ethical, efficient, and responsible use of technology resources, aligning with the university's broader goals of integrity, transparency, and operational excellence link to Vision 2030.

4.2. In alignment with CPUT's commitment to operational efficiency and responsible resource management, this policy establishes clear guidelines for the use of cellphones and data services provided by the CTS department to staff members.

4.3. CPUT is committed to ensure that technology resources, including cellphones and data (including both cellphone data and Access Point Name (APN) data) services, are utilised effectively by staff members for university business, enhancing communication, and supporting the operational needs of the staff, while adhering to principles of responsibility and sustainability.

4.4. The university recognises the need to safeguard its cellphones and data (including both cellphone data and Access Point Name (APN) data) resources and to promote a culture of accountability among its staff.

4.5. CPUT is committed to providing flexible technology solutions to its staff, ensuring seamless service delivery and operational continuity, particularly when employees are working remotely or are not office-bound.

4.6. Under this policy, the CTS department is delegated the responsibility to decide whether employees are provided with a university cellphone or a cellphone allowance, and either an APN for data or a data allowance, to optimise the efficient allocation and use of these resources in line with university agreed limits.

### 4.7. General Guidelines for University Provided Cellphone Contracts

4.7.1.  The following constitute the guidelines for university owned cellphone contracts:

4.7.1.1.  **Eligibility and Allocation**: University-provided cellphone contracts are available to staff based on their role and communication needs as determined by their department head. Contracts will be allocated primarily to roles that require extensive mobile communication for university operations.

4.7.1.2.  **Contract Terms**: The university will negotiate terms with service providers to ensure cost-effective plans that meet the operational needs of CPUT. Staff will be informed about the  terms and conditions of their 24-month contract, including data and call limits.

4.7.1.3.  **Device Selection**: Staff eligible for a cellphone contract will select their device from a pre-approved list that balances functionality and cost. Upgrades will be done after the 24-months contract period.

4.7.1.4.  **Responsible Usage**: The provided cellphone should be used predominantly for university business. Personal use is permitted within reasonable limits but should not incur additional costs or interfere with job responsibilities.

4.7.1.5.  **Security Compliance**: Devices must be password protected.

4.7.1.6.  **Usage Monitoring**:  Divisions, units and departments can request detailed invoices from the CTS department to monitor staff usage.

4.7.1.7.  **Warranty**: A typical cellphone warranty covers manufacturing defects, hardware malfunctions and software issues. It does not cover for other issues such as accidental damage, water damage, negligence, misuse, theft, loss, or cosmetic damage. Staff members will be liable for damages/cost not covered by the warranty.

4.7.1.8.  **Device Return**: Upon contract termination or employee departure, the device must be returned to the university. Personal data must be removed from the device prior to return.

4.7.1.9.  **Number of Devices**: Each eligible staff member is only allowed one cell phone device and one APN device.

4.7.1.10.  **Data & Call Limits**: Qualifying staff members should be aware of and adhere to any data and call limits specified in their cellphone contracts to avoid overages that could result in additional costs.

4.7.1.11.  **Insurance**:  It is the responsibility of the department to which the cellphone is issued to arrange for insurance coverage, as the CTS department will not be responsible for insuring the devices.

4.7.1.12.  Device Return and Purchase Option: Upon the completion of the contract, the cellphone must be returned to the CTS department. Alternatively, the user has the option to purchase the device at its depreciated value, as determined by the CTS department. If the user chooses to buy the cellphone, the CTS department will provide the depreciation value and facilitate the purchase process.

### 4.8. General Guidelines for University Provided Cellphone Allowance

4.8.1.  When receiving a cell phone allowance, the cost of the device, security, and insurance, if applicable, is for the account of the CPUT staff member.

4.8.1.1.  **Allowance Determination by Grade and Role**: Staff members will receive cellphone allowances based on their job grade and the significance of their functions. The final decision on the appropriate allowance amount for each role will be made by the senior management of the department, division, or unit from which the request originated, in consultation with the CTS department.

4.8.1.2.  **Allowance Utilisation**: The cellphone allowance should be used primarily for university-related communications and tasks. Personal use should be minimal and not interfere with the primary purpose of the device.

4.8.1.3.  **Allowance Amount**: The allowance amount will be determined based on the job role and communication needs of the staff member. It will be reviewed annually to ensure it aligns with current market rates and job requirements.

4.8.1.4.  **Device Selection and Upgrade:** Staff members are responsible for selecting their mobile devices and any necessary upgrades. The choice of device should be based on the functionality required for university duties rather than personal preferences. When receiving an allowance, staff must ensure their cellphone contracts align with university requirements and fit the intended purpose.

4.8.1.5.  **Data and Call Limits**: Staff members should adhere to reasonable data and call usage limits.  Excessive usage beyond the scope of university work may result in a review and potential adjustment of the allowance. The CTS department will work with the departments, units or divisions to monitor usage and determine necessary adjustments. The changes will be documented and authorized by the respective department head or designated authority.

4.8.1.6.  **Maintenance of Device**: Staff members are expected to maintain their personal cellphones in good working condition for effective communication and performance of university-related duties and functions. The university will not be responsible for any costs related to the maintenance, repair, or replacement of personal devices used under the cellphone allowance criteria.

4.8.1.7.  **Allowance Adjustment for Departmental Transfers**: When an employee transfers departments, their cellphone allowance should be reviewed and potentially adjusted by their new department, so that it aligns with the communication needs of their new role.  The changes should be documented in a written form, detailing the adjustment and the rationale behind it, and authorised by the respective department head or designated authority.

4.8.1.8.  **Termination of Employment**: Upon termination of employment, the cellphone allowance will cease immediately. The staff member has the option to continue with the cellphone contract independently, but must complete the required forms to facilitate this transition

### 4.9. General Guidelines for APN

4.9.1.        The following constitute the guidelines for university owned APN contracts:

4.9.1.1.        **Staff Eligibility**: APN services are offered to staff based on their specific data communication needs, as determined by their HoD.

4.9.1.2.        **Role Requirements:** These APN services are primarily aimed at roles that require extensive mobile data communication for university operations.

4.9.1.3.        **Billing Details:**  Departments will be billed on a monthly basis for a total of 36 months under their contract with the preferred service provider and CTS.

4.9.1.4.        **Submission Process:** Requests for APN services should be submitted either via email to the CTS department or through the OPA portal to the CTS department.

4.9.1.5.        **Approval and Configuration**: Approval from the line manager or HoD is required. Post-approval, a service request is logged for network configuration and hardware distribution.

4.9.1.6.        **Top-up Requests**: Staff can request additional data top-ups through their HoD or line manager or through the OPA portal with departmental approval.

4.9.1.7.        **Cost Allocation:**  Top-up costs are charged to the departmental budget of the staff member who made the request.

4.9.1.8.        **Primary Use**: APN services should be primarily used for university-related data communication.

4.9.1.9.        **Personal Usage Guidelines**: Personal use is permissible within reasonable limits, as determined by organizational guidelines. Oversight and monitoring of personal use will be managed by designated personnel to ensure compliance and minimize any impact on costs and work efficiency.

4.9.1.10.        **Usage Audits**:  Departments may request reports on data usage from the CTS division. Requests should be made with reasonable advance notice to allow for adequate preparation and response.

4.9.1.11.        **Consequences of Misuse**: Misuse or non-compliance with these guidelines and the terms of this policy might result in the revocation of APN services.

4.9.1.12.        **Support Services:**  The university will provide support for APN services through the Networking department. Staff members must log issues via the university's service desk to initiate support.

4.9.1.13.        **Maintenance Management**: Maintenance and technical support will be managed by the CTS department.

4.9.1.14.        **Hardware Return**: Upon contract termination or employee departure, any university-provided hardware must be returned to the line manager or HOD.

**4.10 Consequences for unethical usage and intentional misuse of university allocated technology resources**

4.10.1 Disciplinary action will be instituted against any staff member for any unethical usage or intentional misuse of university allocated technology resources, including cellphones and APN devices in line with Human Capital (HC) processes and procedurces.

4.10.2 The disciplinary action will be informed by the nature and significance of the breach of CPUT policies and procedures.

4.10.3 The university may decide to either review the allocated services or request the return of the device, including data allocations.

4.10.4 The remedies available to address violations are outlined in the CPUT IT Acceptable Use Policy, Information Security Policy, and the University's Code of Conduct for staff, among other relevant documents. This list is not exhaustive; additional university policies, guidelines, or legal requirements may also apply. The university retains the discretion to apply any pertinent policies or procedures as deemed appropriate

# 5. COMMONLY USED TERMS & DEFINITIONS

5.1.1. **APN (Access Point Name)**: Network settings on mobile devices that enable internet access and other data services.

5.1.2. **CPUT**: Refer hereafter to the Cape Peninsula University of Technology.

5.1.3. **CTS**: Computer and Telecommunication Services is the official Information Technology department of CPUT.

5.1.4. **Cellphone Contract**: An agreement between the university and a service provider, offering mobile communication services to eligible staff members.

5.1.5. **Cellphone Allowance**: A monetary allowance provided to staff members to cover the costs of using their personal mobile devices for university-related communication, functions and duties.

5.1.6. **Data Allowance**: A specified amount of mobile data allocated to staff members for university-related activities.

5.1.7. **HoD**: Head of department.

5.1.8. **Mobile Data Technology**: It allows your cellular phone or mobile device to get onto the Internet and be able to access your e-mails when you are away from Wi-Fi.

5.1.9. **Mobile Device:** A mobile device (or handheld computer) is a computing device small enough to hold and operate in the hand. Many such devices can connect to the Internet and interconnect with other devices via Wi-Fi, Bluetooth, or other cellular networks .

5.1.10. **Resource Allocation**: The process of distributing technology resources, such as cellphones and data plans, to staff based on their role and communication needs.

5.1.11. **Service Provider**: The designated service provider appointed by CPUT in terms of the relevant Supply Chain Management (SCM) Legislation to provide cell phone contracts and services to university staff members and authorised users.

5.1.12. **Staff Member:** For the purposes of this policy, a "staff member" refers to any employee, representative, stakeholder or other individual officially affiliated with the university who is authorised to receive a cellphone contract, allowance or APN. This includes permanent, temporary, and contract staff, as well as any other roles designated by the university.

5.1.13. **Usage Monitoring**: The process of tracking and auditing the use of mobile devices and data services to ensure compliance with university policies.

## 6. RESPONSIBILITY

| Accountability and Authority: | |
|---|---|
| Implementation: | Executive Management<br><br>CTS Networking Divisions<br><br>CTS Senior Director<br><br>Deans and Directors of Units<br><br>Head of Departments\Line Managers |
| Compliance: | All Departments and Units |
| Monitoring and Evaluation: | Internal Audit<br><br>CTS Networking Division<br><br>Compliance Management |
| Development/Review: | **CTS Networking Division\Risk & Compliance Unit-** This policy should be reviewed in accordance with the attainment of CPUT's strategic objectives. |
| Approval Authority: | Council |
| Interpretation and Advice: | CTS Senior Director |

| Policy Development Framework | | | | | |
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| **Policy Type(s):** | A: Institutional Governance Policy.<br><br>B: Administrative Policy. | | | | |
| **Type:** | Policy | √ | Guideline | | Manual |
| | Procedure | | Regulation | | Plan |
| **CPUT Statute and/or Regulation Reference no. and date:** | Cape Peninsula University of Technology Statute, Government Notice No 46382 of 20 May 2022. | | | | |
| **Relevant Legislation and/or Policy, Codes of practice, Professional authorities:** | • Constitution of the Republic of South Africa Act, 1996 (Act No. 108 of 1996) (The Constitution).<br>• Higher Education Act (No. 101 of 1997) as amended.<br>• Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004).<br>• Protected Disclosures Act, 2000 (Act No. 26 of 2000). | | | | |

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| | • Financial Intelligence Centre Act, 2001 (Act No. 38 of 2001).<br>• National Prosecuting Authority Act, 1998 (Act No. 32 of 1998).<br>• Protection of Personal Information Act, 2013 (Act No. 4 of 2013).<br>• Public Finance Management Act, 1999 (Act No. 1 of 1999).<br>• Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002).<br>• Promotion of Access to Information Act, 2000 (Act No. 2 of 2000). |
| **Relevant Institutional Policies/ documents/manuals/ handbooks** | • Cape Peninsula University of Technology Strategic Plan: Vision 2030.<br>• Internal Audit Charter.<br>• Internal Audit Strategy and Plans.<br>• Combined Assurance Framework.<br>• Ethics Framework.<br>• Whistleblowing Policy.<br>• Conflict of Interest Policy.<br>• Anti-bribery and Anti-Corruption Policy.<br>• Gifts and Hospitality Policy.<br>• Private Work Policy.<br>• Compliance Management Policy.<br>• Compliance Management Program.<br>• Risk Management Policy.<br>• Enterprise Risk Management (ERM) Strategy and Plans.<br>• Enterprise Risk Management Framework and Methodology.<br>• Information Security Policy.<br>• IT Acceptable Use Policy.<br>• Business Continuity Management (BCM) Strategy.<br>• BCM Policy.<br>• Employee Relation Policy<br>• Employee Code of Conduct |
| **Policy Reference and Version no.:** | The next number in the document index. To be inserted by the Compliance Office. |
| **Consultation Process**<br><br>To be verified and signed off before approval | |
| **Policy Owner/Sponsor** | CTS Senior Director |
| **Compliance Officers** | CTS and all Line Managers |
| **Certification of Due process:**<br><br>To be verified and signed once approved by the relevant authority | _Vice Chancellor_           29.01.2025<br>                                          Date |

| Approval Date | | Commencement Date | | Review Date | |
|---|---|---|---|---|---|
| 23/11/24 | | | | November 2027 | |