Telephone & Unified Communications Acceptable Use Policy

Version 4.2 (August 2018)

Contents

Document Control

Policy Version:-	3.0 (as Telephone Acceptable Use Policy)
Policy Review Interval:	Annually by Information Security Group (ISecG) from the date of authorisation
Author:	Director of LISD
Authorised By:	Information Security Group
ISecG Group Members:	Director of Estates (Chairperson) Head of IT Infrastructure Services Director of Library and Information Services Division LISD IT and Development Manager
Authorisation Date:-	December 2014

Major Policy Revision	
Policy Version:	4.0 (as Telephone and Unified Communications Acceptable Use Policy)
Date of review:	December 2016
Amendments:	Policy revised following the migration of the College's internal analogue telephone system to the digital based Unified Communications solution of Skype for Business
Policy Version:	4.0.1
Amendments:	Cross reference with ITPOL001 Acceptable Use IT Policy, principle guidelines on usage duplicated
Revised by:	IT Governance, CIO
Approvals:	Information Security Group
ISecG Group Members:	Deputy Director, Infrastructure (Chair) Deputy COO and Director of Infrastructure Chief Information Officer Head of Governance, Planning and Compliance Head of IT Governance & ISD Service Strategy
Re-authorisation Date:	17th January 2017
Policy Version:	4.2
Amendments:	LISD amended to ISD following restructure, date of review amended
Approvals:	Information Security Group
Date of review:	February 2018, August 2018 Chair approved after member circulation
Re-authorisation Date:	August 2018

1. Policy Statement

The purpose of this Policy is to describe the service standards to be applied and the operational procedures to be followed by all employees of the College when using desk/PC based telephones or mobile phones for internal and external calls, and for personal use.

The scope of this policy will be regularly revised in line with changes in technologies such as the 2016/17 migration of internal analogue based telephone systems to digital unified communications (UC) solutions including (but not limited to) Skype for Business (SfB). For further guidance and queries relating to this Policy or appropriate use of College communications systems, contact the ISD IT Helpdesk via helpdesk@rvc.ac.uk.

The College is the Owner of this document and has approved management responsibility for its development, review and evaluation.
- This policy is intended to be read by all staff and students for general information and awareness.
- The policy is relevant to the use of all mobile telephones and desk/PC based telephone and communications systems throughout the College whether as part of the corporate SfB system or alternative stand-alone system within the establishment.

2. Introduction

2.1   This policy provides guidance on the use of College communications systems including telephones, mobiles, webcams and video-conferencing systems to ensure making and responding to calls in a way which reflects positively on both the individual employee and the institution.

2.2   Any incoming (or outgoing) communication is potentially the first point of contact with members of the public or other customers of the College. The first impression given when making, and in particular when answering, a call goes a long way towards influencing the perception of the College's level of performance and quality of service. It is therefore important that all employees are aware of and follow these guidelines.

2.3   The College recognises that the use of mobile telephones is an essential part of many employees' working lives and access to a mobile phone is necessary for certain roles. The advantage of mobile phones to lone workers and those working in remote areas is recognised. Landlines and, where there is a business need, mobile telephones are provided for business use, and this Acceptable Use Policy includes guidance on how they should be operated and managed.

3. Responsibilities

3.1   In making use of the different communications systems of the College all users are expected to act responsibly and keep costs to a minimum. Wherever possible College receptionist staff should be requested for directory enquiry numbers and premium directory enquiry services such as 118 118 should be avoided.

3.2   Managers are responsible for ensuring that existing and new members of staff are made aware of the content of this policy and for monitoring compliance with it.

3.3   The College expects value for money (VfM) in its telephony and communications technology provision and therefore employees will not be able to select specific mobile phone handsets or other devices and may not be given a choice unless there is a specific business case submitted for a specific type of phone/device which must first be approved by the Head of Department.

3.4   When making or receiving any audio or video calls, internal or external, employees should aim to be pleasant, informative, helpful and brief.

3.5   Employees are responsible for all calls made on a College mobile phone or portable device, and for the safe-keeping of the equipment supplied.

3.6   Users are responsible for any fine or other penalty incurred for breach of legislation if using a mobile phone or "hands free" device whilst driving.

It is illegal to make or receive a call using a mobile telephone whilst driving if the phone is held in the hand during any part of the operation. Users should also be aware that they can be prosecuted for using "hands free" devices if they fail to properly control their vehicle.

3.7   College mobile phones and associated equipment remains the property of the College and must be returned if the user leaves the College's employment. Failure to do so may result in the employee being charged an amount equivalent to the rental of the phone and any other charges made against the account. The College may also apply an administrative charge to cover costs incurred in recovering the phone and terminating the contract.

3.8   If a College mobile phone or other device is lost it must be reported to a line manager as soon as possible. If a College mobile phone with (work emails synchronised to the device such as iPhone, Windows Mobile etc.) is lost then it must be reported to a line manager and the ISD IT Helpdesk helpdesk@rvc.ac.uk or +442074685181.

3.9   If the lost mobile phone is a smartphone staff may be required to purchase replacement handset themselves, if this loss is due negligence on the part of the user or if they would need a similar mobile phone.

3.10   College mobile phones are provided for College related use only. While the College recognises that occasional personal use may be necessary, this should be kept to a minimum. Apps should not be purchased for personal use at the College's expense and may not be replaced or refunded if bought from personal funds and downloaded to a College handset.

4. Breach of Policy

4.1   All employees are responsible for their compliance with the Policy, and for reporting any policy violation or other abuse of the telephone system. Any breach of this Policy will be dealt with in accordance with the College's disciplinary procedure. If abuse of a mobile phone is suspected, in addition to any other sanctions imposed the phone will be withdrawn.

5. Service Standards: Making Calls

5.1   Employees should be aware that calls to mobile phones are expensive and therefore any calls should be clear, succinct and as brief as possible.

5.2   International Roaming is enabled by default on all College mobiles. If you travel abroad regularly on College business, it is advised to contact helpdesk@rvc.ac.uk to enable special roaming package which will reduce the cost.

5.3   The use of chargeable mobile services such as premium rate text messages, directory enquiries etc, is not permitted on College mobile phones without prior and specific written permission from a line manager.

5.4   Text or picture messages (SMS or MMS) must not contain, or have attachments that contain: defamatory, offensive or harassing language, fraudulent material, sexually explicit images or language, material that infringes copyright or other intellectual property rights of third parties, or offensive cartoons or jokes or otherwise involve lawful or wrongful conduct. Nor should they contain any remarks that might be potentially embarrassing to the College, its employees or the general public.

6. Confidential Data and Information Security

6.1   Information must never be given out over the phone unless it is absolutely clear who it is being given to and that they are entitled to the information and are ready and able to accept it.

6.2   Care must be taken to ensure that conversations involving confidential and/ or personal information cannot be overheard.

6.3   Voicemail messages containing personal information should only be left after due consideration has been given to any security and confidentiality risks involved.

6.4   Mobile phones and portable devices must be kept secure at all times, and out-of-sight whenever possible.

6.5   All College and personal smartphones setup with College email accounts and/or internet based access to College data must be secured by means of password, PIN code or biometric facilities. This is to protect your information and College data. After enabling this security on your device, each time you turn on or wake up the device, it will prompt for the passcode before you can access applications or information on the device. Please contact IT helpdesk@rvc.ac.uk or +442074685181 for assistance.

6.6   Mobile phones and other devices may not be used to store and/or transmit personal data for which the College is the Data Controller or any other sensitive data relating to the College and its activities. For further details on the correct processing of College data see 'ITPOL002 Information Handling Policy'.

7. Personal Use

7.1   The College's telephones and communications systems are provided primarily for business use in order to assist staff in carrying out official College business. College desk/PC based and mobile communications must not be used for any secondary business purpose unless approved as part of a formal College scheme.

7.2   It is accepted that there are occasions when making personal calls at work cannot be avoided. However, it should be remembered that calls are logged and abuse of the unified communications or mobile telephone systems may result in disciplinary action.

7.3   Such monitoring of telephone and UC system use will comply with the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 and current UK Data Protection legislation. It will be used to establish facts, confirm legitimate business use and compliance with this Policy, monitor standards of service and training, maintain effective operation of systems and identify unauthorised use. Call logs are kept for a period of 3 years so that they are available for inspection by Auditors

7.4   **Examples of acceptable personal use may include:**

7.4.1   Emergency calls to deal with domestic situations. For example making alternative arrangements for childcare or checking on an unwell family member.

7.4.2   Advising others of late working.

7.4.3   Returning important calls from a family member.

7.4.4   Calls to, for example, a bank or building society, or to arrange doctors or dentists appointments where the call cannot be made outside of the employee's normal working hours.

7.5   Where possible personal calls should be made during recognised break times thus minimising disruption to others. Where this is not possible call duration must be kept to an absolute minimum.

7.6   National rate personal calls and personal calls to any mobile network should only be made in exceptional circumstances and the duration of the call must again be kept to a minimum.

7.7   Where there is evidence of a high level of personal usage which is not compliant with this Policy the individual responsible will be liable to pay any excess call charges and may be subject to disciplinary procedures.

7.8   **Explicitly forbidden uses of College telephony and mobile communications systems include:**

7.8.1   Providing a College telephone number as a contact point in personal advertisements in the press, on the internet etc

7.8.2   Premium rate phone numbers such as those associated with competition lines, racing lines, chat rooms etc.

7.8.3   Transmission of any offensive material in either voice, text or image format from College supplied equipment.

8. Video communications

8.1 The College's UC and mobile systems includes provision for video based calls subject to the level of technology supplied to the user. Where this has been provided users should be aware that additional bandwidth or mobile costs are required and use video calls as appropriate to the purpose.

8.2 Users should ensure their audio and video settings are correctly configured before making or accepting video based calls, assistance for this is available from the ISD IT Helpdesk helpdesk@rvc.ac.uk

8.3 Video communications must not contain, or have links that contain: defamatory, offensive or harassing language, fraudulent material, sexually explicit images or language, material that infringes copyright or other intellectual property rights of third parties, or offensive cartoons or jokes or otherwise involve lawful or wrongful conduct. Nor should they contain any remarks that might be potentially embarrassing to the College, its employees or the general public. Users should ensure that the environment in which their video calls are made conveys a professional and positive impression of the College.

9. Acceptable use principles

9.1 The document 'ITPOL001 IT Acceptable Use Policy' also provides users with some general principles on RVC UC and telephony usage, as below:

Staff

- In making use of College landline and mobile telephones all users are expected to act responsibly, keeping costs to a minimum.

- Information must never be given out over the phone unless it is absolutely clear who it is being given to and that they are entitled to the information and are ready and able to accept it.

- Care must be taken to ensure that conversations involving confidential and/or personal information cannot be overheard.

- The College's telephones are provided primarily for business use in order to assist staff in carrying out official College business. College landline and mobile phones must not be used for any secondary business purpose unless approved as part of a formal College scheme.

- It is accepted that there are occasions when making personal calls at work cannot be avoided. However, it should be remembered that calls are logged and abuse of a telephone system or mobile telephone may violate this policy.

- Such monitoring of telephone use will comply with the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 and current UK Data Protection legislation. It will be used to establish facts, confirm legitimate business use and compliance with this Policy, monitor standards of service and training, maintain effective operation of systems and identify unauthorised use. Call logs are kept for a period of one year.

- Where the College has grounds to suspect possible misuse of its telephones, it reserves the right to audit the destination and length of out-going calls and the source and length of in-coming calls. This would not normally involve the surveillance of calls but in certain rare circumstances where there are reasonable grounds to suspect serious misconduct, the College reserves the right to record calls.

Students

- The Skype for Business system is also available for students, however, students are ONLY able to make Skype for Business voice and video calls to other students and staff.