Q Why are we changing the Mobile Device Procedures?

A As a publicly funded entity the College is restricted in the use of public resources for personal benefit. This gets complicated when trying to regulate and manage the use of mobile communication devices. For employees who want to avoid carrying multiple mobile devices (e.g. both a College and a personal mobile device), the employee must either keep track of personal calls on a College phone or track work-related calls on a personal device. Either way, potentially time-consuming efforts are required for reviewing statements and providing reimbursement. The fact that many calling plans provide some “free” calls makes this even more complicated.

Under our current practice, each user of a College-provided device is expected to review monthly billings, highlight all personal calls, determine which ones meet certain criteria, and reimburse the College 10¢ per minute for the applicable calls. These processes are not only burdensome for the employee; they also require additional administrative effort and resources. The new procedure will eliminate the busy work that both the College and employees must do each month.

Under the new approach, the stipend is intended to cover the costs of business related calls but also frees up the employee to use the phone for personal use without having to monitor or reimburse the College for that use.

Q What are the basic steps in implementing this change?

A **Step 1:** Vice Presidents, Campus Presidents, EVPS and equivalent executives will review the lists of their current employees and, based on the criteria in the procedure, determine whether they are eligible for the stipend.

**Step 2:** Employees will receive further information from vendors and College staff about device and plan options.

**Step 3:** Eligible employees will decide, based on individual circumstances:
- Whether to keep their existing device and apply the stipend to their personal plan
- Whether to return their existing device and establish a personal plan with a new vendor
- Whether to return their existing device and apply the stipend to their current personally owned device plan

**Step 4:** Employees will receive stipends in their paychecks beginning the pay after the conversion is complete.
Q  Whom do I contact regarding the following; service issues, hardware, contract, changing vendors, billing, national plans, roaming and device returns?

A  For Verizon: call (800) 922 – 0204

For AT&T: call (800) 331 - 0500

For Sprint/Nextel: call (800) 390 – 7545 (Nextel Customer Care)
                   (888) 211 – 4727 (Sprint Customer Care)

Q  What kinds of communication devices are eligible for the stipend?

A  Blackberries, cell phones, smart phones

Q  Whom do I contact about College policy questions concerning stipends or security?

A  All questions should be directed, in writing, to Phoneservices@tri-c.edu. Someone will respond to your questions within 24 hours.

Q  What do I do if I turned in my mobile device and now determine that I need one?

A  You will need to contact your supervisor, who will determine whether there is a need. He or she will then run the approval up the chain to the respective Vice President/Campus President/Executive Vice President. Once you are approved, you will need to contact the retail vendor of your choice and set up service.

Q  Do I need to keep records of College related business calls/texts?

A  No. The stipend you will receive is expected to cover the cost of all College related calls/texts.

Q  Can I refuse the stipend and simply bill the College for College related business calls/transactions on my personal device?

A  No. The stipend you will receive is expected to cover the cost of all College related business calls/transactions.

Q  What if the volume and cost of my work-related calls exceeds the stipend amount?

A  If you find that your usage for College business exceeds the base stipend, you can request an increase. You will need to provide copies of your mobile device bill for the prior two months to support the increase in the stipend. To justify the increase to the stipend costs are expected to be ongoing, not simply a one-time or occasional occurrence.
Q  Where do I find the College procedure on mobile devices?

A  That information will be posted on the College Mobile Device Change SharePoint. Information will also be posted to My Tri-C on the Employee tab.

Q  Where do I find the College policy/procedure regarding mobile device security?

A  That information will be posted on the College Mobile Device Change SharePoint.

Q  Can I keep my device if I don’t take the stipend?

A  Devices are College owned equipment and must be returned if you don’t accept the stipend.

Q  Where can I return the equipment if I don’t take the stipend?

A  Equipment can be returned to the Information Technology Services/Phone Services Department located at MSS-500 at the Metro campus. Equipment can also be returned at any of the information sessions.

Q  Can I keep my device if I change vendors?

A  No. Each vendor has proprietary software on their equipment. If you change vendors you must return the equipment to the Information Technology Services/Phone Services Department located at MSS-500 at the Metro campus.

Q  Can I keep my mobile device equipment?

A  If you accept the stipend and stay with the current vendor you may keep your device.

Q  Can I exchange the phone for something different?

A  No. Unfortunately the College does not have a surplus of mobile equipment that would allow us to provide every user with the device of their choice. The procedure provides for an annual equipment stipend that should cover the business portion of the cost of new equipment.

Q  Can I switch companies?

A  Yes. Verizon, AT&T, and Sprint/Nextel will be at each information session to answer questions and assist with setting up personal accounts. All three vendors will be offering discounts on equipment and service. However, you may also switch to any wireless company of your choice during the conversion period.

Q  Why do I need to secure my mobile device?
A Device-oriented security policies for the foundation of how the user interacts with the device and with the enterprise. If a device is mobile and contains corporate data, Cuyahoga Community College needs to be confident that the data on the device is safe even if the device falls into the wrong hands.

Q What do I do to secure my device according to College policy?

A Cuyahoga Community College mobile device security

- **Authentication onto the device**
  - A simple pin of four or more digits is required.
  - Inactivity of >10 minutes will cause the device to lock
  - 8 failed authentication attempts will wipe the remote Windows Mobile device

- **Remote destruction and disabling**
  - A lost or stolen device should be reported to ITS immediately at which time the device will be erased or disabled remotely.

- **Backup/Restore**
  - It will be the user’s responsibility to backup all needed data and programs on the device.

- **Storage cards**
  - Confidential or sensitive information stored to an external storage card must be encrypted. If not the data should be stored to the system, device where it can be remotely destroyed.

- **Access to applications**
  - Currently access to third party applications will not be restricted. ITS does recommend that users wishing to install applications to their mobile device purchase an antivirus solution.

- **Information transfer methods**
  - ITS recommends disabling the discoverability of Bluetooth enabled devices.
  - Wi-Fi enabled devices should not be set to connect to Ad-Hoc networks.
  - ITS recommends that Wi-Fi enabled devices not be set to Auto connect.

- **Device deployment**
  - Policy will refresh every 24 hours on the device.

Q Will the mobile device stipend increase my taxable income?

A In compliance with IRS code 280F(d)(4), stipends are reported as a taxable fringe benefit and will be included as income on the employee’s W-2 at year end. Stipends are not part of an employee’s base pay and will not be factored into retirement calculations or annual pay increase percentages.

Q Will the College still provide wireless air-cards for laptops? If not, will we receive a stipend for them?

A The College will no longer provide wireless air-cards for laptops. You must go out and purchase this service the same as you would cell phone service. Instead of a stipend for air-cards, the College will allow departments to pay for these cards through an Accounts Payable reimbursement.
Q How do employees notify the College of whether or not they intend to keep their current device?

A If you accept the stipend and plan on keeping your current device you will need to notify your supervisor of your decision. All unwanted equipment must be returned to Information Technology Services/Phone Services, located at MSSC-500 at the Metro campus.

Q What is the benefit for me to take the stipend?

A This new approach allows you to use the same device for persona and work-related purposes without the bother of maintaining and reviewing billing records and dealing with potential reimbursements. In addition, you can select the equipment and provider you prefer.

Q Who determines whether or not I will receive a stipend?

A The Vice President, Campus President, or EVP that you report to will make the final determination regarding stipends.

Q Who authorizes stipend amounts?

A The Vice President, Campus President, or EVP that you report to will authorize the amount of stipend you are to receive.