

TYPE: Administrative
TITLE: Wireless Networking and Cellular Technology
NO.: ADMIN-221
RESPONSIBILITY: Chief Administrative Officer
Associate Vice-President, Information Technology
APPROVED BY: Durham College Leadership Team
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1. Introduction

Wireless and cellular communication technology is an important tool for efficient operation of the College. This technology, including Cellular Technology devices and wireless enabled devices, promotes productivity and expands the traditional office in terms of both time and space. However, to realize maximum benefits and productivity, standardization of usage and centralized management of equipment and services are essential. This policy and procedure apply to College-owned wireless equipment and College-owned wireless enabled devices in use at both campuses.

2. Purpose

This policy and procedure outline the College's position on the provision and accountability for business use of wireless networking and Cellular Technology.

3. Definitions

Refer to [Durham College's Standard Definitions](#).

4. Policy statements

4.1. Wireless Access Technology

- 4.1.1. Wireless networking is an extension of the College's campus network and requires authorization from IT Services (ITS) prior to its use.
- 4.1.2. In order to ensure a high-quality, supportable and secure network infrastructure, all wireless access points at the College are to be installed, configured and managed by ITS.
- 4.1.3. All access to the College's wireless network must be authorized and authenticated with a valid College user ID and password and must meet the College password standards.

- 4.1.4. Access to wireless service is restricted to current students, employees and authorized guests. Guests will be provided a Guest ID for authentication.
- 4.1.5. Individuals are required to limit their access to the wireless network to a maximum of two concurrent devices.
- 4.1.6. Devices that interfere with the normal operation of the College's wireless network will not be allowed on campus. The College reserves the right to seek out such devices if there is evidence of interference, disruption of service to the network or breaches of security, and to confiscate and remove the device(s).
- 4.1.7. The College reserves the right to remove any unauthorized access points on its property.

4.2. Cellular Phones

4.2.1. Eligibility

- a) Employees may qualify for a College cellular phone if they travel frequently for work, provide field support, need to be accessible outside office hours or demonstrate a need to have mobile access to critical information.
- b) Employees who request a cellular phone are required to obtain the appropriate VP's or AVP's approval, which must be submitted with the request.

4.2.2. Provisioning and Management

- a) ITS is responsible for the acquisition and management of all College-owned Cellular Technology devices. Any exceptions have to be approved by the AVP, Information Technology and the CAO.
- b) ITS is responsible for establishing the College's standards for Cellular Technology devices, establishing appropriate service packages with a service provider(s) and communicating purchase and service arrangements to the College.

4.2.3. Appropriate Usage

- a) Cellular Technology devices need to be used and configured as detailed in Section 5.
- b) Employees who require Cellular Technology devices to address their employment responsibilities must rely exclusively on College-owned equipment and services.

- c) Equipment and services paid for by the College must be used primarily for College-related business. Limited personal use is permitted, but the user must reimburse the College for any charges incurred for personal use that are a significant addition to the standard monthly service charges.
- d) The replacement of lost or stolen Cellular Technology devices will be the responsibility of the employee. An exception can be made at the discretion of the appropriate VP or AVP.
- e) The use of College-owned Cellular Technology devices must comply with the College's Acceptable Use of Information Technology Policy and Procedure.
- f) Cellular Technology devices are considered property of the College and are to be returned when no longer used for College business or the contract is completed. A Cellular Technology device and associated account remain property of the College and may be reassigned or discontinued.

4.2.4. International Travel – Roaming

- a) Any employee who travels must clear the use of the College-owned cellular phone with their manager prior to the trip.

5. Procedure

5.1. Wireless Access Technology

5.1.1. Obtaining a Guest ID

- a) If a Guest ID is needed, an employee must send an email to servicedesk@dc-ot.ca and include the following information:

- First name of guest;
- Last name of guest;
- Start date;
- End date;
- Company;
- Request authorized by (must be manager position or higher).

The email request for a Guest ID must be submitted to the IT Service Desk two (2) business days in advance of the required date.

- b) Alternatively, an employee can call the IT Service Desk at 905.721.3333. The following information will be required:

- First name of guest;
- Last name of guest;

- Start date;
- End date;
- Company;
- Request authorized by (must be manager position or higher).

In this case the Guest ID will be created immediately.

5.1.2. Requesting an extension of the wireless network

If a geographical extension to the wireless network is needed, employees need to submit a request to the IT Service Desk for consideration.

5.2. Cellular Technology

5.2.1. Ordering a Cellular Phone

- a) New devices: Submit an IT Service Desk ticket and related IT Request Form for the request. These requests need to be approved by the appropriate AVP or VP.
- b) Replacement devices: Employees requesting replacement cellular phones need to submit an IT Service Desk ticket and include the IT Request Form available on the IT Service Desk Portal. These requests need to be approved by the appropriate AVP or VP before submission.
- c) The refresh cycle for cellular phones is every three (3) years. An early upgrade is only allowed if approved by the appropriate AVP or VP.
- d) When an employee is no longer employed with the College, the cellular phone must be returned to IT Services. ITS will assess the phone and determine if it can be re-deployed or needs disposal. IT Services will redeploy the cellular phone where possible.
- e) Should an employee take a leave from work for longer than a 3-month period, the cellular phone and other IT assets must be returned to IT Services.

5.2.2. Receiving a Cellular Phone

ITS will notify an employee when their cellular phone is configured and available for pick up.

5.2.3. Support for a Cellular Phone

To obtain assistance for cellular phones, submit a request through the IT Service Desk. Note that ITS can only provide support for the phone and email functions. The vendor is to be contacted for questions regarding other functions.

5.2.4. Appropriate Use

- a) Loss, damage or theft of a cellular phone needs to be reported to the IT Service Desk as soon as the user becomes aware of it.
- b) Employees need to enable password protection on cellular phones to prevent unauthorized access and information loss.
- c) Employees are required to return their old cellular phones to IT Services.

5.2.5. International Travel – Roaming

- a) Any employee who travels on the College's business must clear the use of the College-owned cellular phone with their manager prior to the trip.
- b) Employees that travel internationally for personal reasons and want to utilize a roaming package must get their manager's approval, arrange with ITS for the appropriate roaming package and reimburse their department for the expense of the roaming.
- c) Employees that want to arrange a roaming package should complete the Easy Roam Corporate Mobility Plans form and submit it via an IT Service Desk ticket. The roaming request form should be submitted 1 week prior to departure from Canada.

5.2.6. Billing

- a) The College will maintain a cellular plan contract for all cellular phone users. Employees are not allowed to make individual or group contracts other than the College plans.
- b) Individual departments are responsible for verifying that a cellular phone is required for business reasons, and appropriately budgeted for in support of College-owned cellular phones. Charges will automatically be expensed to the department on a monthly basis as per the invoice received from the provider. Contact Finance if details of charges are required.

- c) Cellular Technology devices may operate in wireless and/or mobile data mode. Use of the College wireless network is encouraged where possible to reduce operating costs.
- d) Employees should only use the Wi-Fi hotspot feature of a College-owned cellular phone if absolutely necessary. Only College-owned devices may be connected to a College-owned cellular phone's Wi-Fi hotspot.

5.2.7. Mobile Device Security Standard

- a) Cellular phones will be set to erase after ten (10) successive failed password attempts.
- b) Cellular phones will be configured to lock after five (5) minutes of inactivity.

6. Roles and responsibilities

- 6.1. VPs and AVPs are responsible for approving the issuing of new cellular phones and replacement phones.
- 6.2. The CAO and AVP, Information Technology are responsible for approving exceptions to Cellular Technology being acquired and managed by IT Services.
- 6.3. IT Services is responsible for issuing cellular phones to Employees as per the approved IT request forms.
- 6.4. Managers are responsible for obtaining reimbursement for any personal use that resulted in significant incremental costs. This will be communicated to the managers by Finance. Managers are also responsible for obtaining reimbursement for any personal roaming charges as requested by their employees. Managers are also responsible for returning Cellular Technology devices to IT Services when an employee is no longer employed at the College.
- 6.5. Employees are responsible for safeguarding and controlling the use of assigned Cellular Technology devices and are required to reimburse the College for any personal use of a Cellular Technology device that result in significant incremental costs.

7. Accessibility for Ontarians with Disabilities Act considerations

Accessibility for Ontarians with Disabilities Act (AODA) standards have been considered in the development of this policy and procedure and it adheres to the principles outlined in the College's commitment to accessibility as demonstrated by the Multi-Year Accessibility Plan.

8. Non-compliance implications

Failure to comply with this policy could negatively impact the College's computer network or result in excessive cellphone charges. Employees breaching this policy may be required to cover excessive cellular cost and be subject to disciplinary action.

9. Related forms, legislation or external resources

None.