

Procedure Title:	Mobile Phone Use and Provisioning Procedure
Procedure ID:	#OP 6-601 D
Manual Classification:	Section 6 – Information Technology Services
Linked to Policy:	# 6-601 Appropriate Use Policy
Approved by Senior Management Team (SMT):	July 8, 2026
Effective Date:	July 20, 2026
Next Review Date:	July 20, 2029
Contact for Procedure Interpretation:	Vice President, Information Technology

1.0 – Purpose

This operating procedure establishes standardized criteria and processes for issuing college-owned mobile phones as part of the institution's centralized lifecycle management of mobile devices and cellular services.

Expanding upon the College's Appropriate Use Policy (AUP), this operating procedure further describes an employee's responsibilities when using a college-issued mobile phone.

2.0 – Definitions and Acronyms

Mobile Phone: A portable electronic device that enables voice communication, text messaging, internet access, and the use of installed applications over cellular or wireless networks. This includes smartphones and any similar handheld device capable of performing calling, messaging, data connectivity, or app-based functions.

Cellular Subscription Service: A service plan provided by a mobile network operator that enables a device to access cellular voice, messaging, and/or data networks. This includes any recurring or prepaid arrangement that provides connectivity through a SIM card, eSIM, or similar technology.

Roaming: Cellular roaming refers to the ability of a mobile device to make and receive calls, send and receive messages, and use data services while outside the coverage area of its home network by connecting to a partner network. The College's cellular subscription service includes nationwide coverage, so this applies when travelling outside of Canada.

3.0 – Guiding Principles

The College may furnish eligible employees with a mobile phone and/or cellular service subscription for the purpose of conducting college business. Employee use of the device and/or service will adhere to all College Policies, including 3-300 Code of Conduct and 6-601 Appropriate Use Policy (AUP).

Employees who are assigned a college mobile phone are responsible for the security and safekeeping of the device and its return upon request. The mobile phone device, the cellular subscription service and the assigned phone number are and remain the property of the College. Information stored on college-owned mobile devices is subject to federal and provincial legislation on privacy, security, transparency and Freedom of Information access.

The Information Technology Services (ITS) department will provide centralized lifecycle management and administration of the College's mobile phone equipment and services portfolio.

The College's Code of Conduct governs matters of user conduct.

The College's AUP governs matters of user privacy.

4.0 – Scope

This procedure is applicable to all College employees using mobile devices.

5.0 – Operating Procedure

5.1 – Requests

An employee's supervisor (hiring manager or delegate) may request that an eligible employee be furnished with a college-issued mobile phone and/or cellular subscription service. Requests are to be made to the ITS Department via the TDX Service Portal.

5.2 – Eligibility

In making the request, the supervisor will attest to how the employee's role meets the following criteria:

- a) The employee has frequent job-related travel (20% or more).
- b) The employee is involved in time-sensitive decision-making with widespread impact for the College.
- c) The employee is a key staff member needed in the event of an emergency.
- d) The employee needs to regularly communicate with other college employees or conduct college business while the employee is away from campus or away from their designated remote work location.
- e) The employee supports or is responsible for programs, services or systems that necessitate frequent and immediate communication throughout the day or after-hours.
- f) The employee is required to be available for on-call services.

The criteria will be considered with prudent and sound judgment to justify the mobile phone expense. The ITS Department will process requests that readily qualify as eligible. Some requests may be escalated to SMT members for further clarification or consideration.

If an employee changes job roles or duties at the College, their eligibility will be reconsidered based on their new role. The new supervisor is responsible for reviewing with their employee if any previously provisioned Fleming equipment remains appropriate for their new role, including

mobile phone eligibility. The ITS department will also review the Employee Changes Report to identify potential service eligibility changes. The College may reconsider eligibility at any time.

Employees who are not eligible for a college-issued mobile phone should review alternative communication service options with their supervisor and the ITS Department. See the Service Alternatives section of this document.

5.3 – Device Provisioning

- a) To maximize value and utility to the organization while minimizing costs, the ITS Department will have the discretion to decide when devices will be purchased, upgraded, replaced, repaired or re-used. Devices will be assessed based on age and condition, and are expected to be suitably functional for 2 to 3 years under normal use.
- b) The ITS Department will standardize on a preferred set of Apple and Android devices for use at the College. The model chosen for new devices may be one model behind the most current retail model where there is a notable price difference.
- c) A protective case should be used with mobile phones. ITS will provide some standard case options, or the employee can expense up to \$50 for a case they purchase directly.
- d) ITS Department staff will ensure that all mobile phones issued to users are configured to follow device security guidelines and enrolled in the College's mobile device management software.

5.4 – Service Provisioning for Bring Your Own Device (BYOD)

To avoid the need to carry two phones, for both work and personal, eligible employees may elect to "Bring Your Own Device" (BYOD) and use a personally owned mobile phone device with a college-provided cellular subscription service. In such cases, the College will provide a SIM or eSIM card to the eligible staff.

When using a BYOD/personal smartphone, access to Fleming data shall only be accessed through the following approved mobile apps:

- Microsoft Outlook for mobile
- Microsoft Teams for mobile
- Microsoft OneDrive & SharePoint apps for mobile
- Microsoft Office mobile apps such as Word, Excel & PowerPoint
- A trusted & reputable mobile browser

Refer to the College's [User Standard US-107 – Bring Your Own Device \(BYOD\)](#) for more details on using your personal equipment with the College's information systems.

5.5 – Travel

Mobile phone users who travel out of the country must adhere to the following directives.

- a) **Personal Travel:** Leave your work device at home while on vacation! Do not take your Fleming mobile phone out of the country when travelling for personal reasons, unless

you have obtained in advance written approval from your supervisor that you are required to be reachable on your Fleming work phone during the trip. Failure to obtain advanced approval may result in the employee being responsible for reimbursing the College for any carrier costs incurred while the Fleming mobile device was roaming.

- b) **Work Travel:** Inform the ITS department at least 2 business days before leaving Canada to allow time to arrange international carrier coverage plans.
- c) **Security Awareness:** Review the College guidance on cybersecurity tips while travelling.

5.6 – Termination of Use

The use of a college-provided mobile phone may no longer be required due to changes in an employee's eligibility or employment status. The following steps shall be observed.

- a) **Wipe:** Employees must factory reset their college mobile phone if requested by the ITS Department.
- b) **Return:** All mobile phones no longer in use must be returned to the ITS Department promptly. These mobile phones will be returned to inventory for redeployment.
- c) **Port-out:** Depending on how a mobile number was used, the nature of the contacts calling the number, and if the number was published, porting numbers out for continued personal (non-College use) may be approved by the Vice President of Information Technology or the President of the College.
- d) **Leave:** If a mobile phone user is absent or on leave from work for a period of 60 consecutive calendar days or longer, their mobile phone shall be returned to the College for the duration of the leave, and the cellular subscription service will be temporarily suspended.

6.0 – Service Alternatives

For employees not eligible for a Fleming-provided mobile phone, these other communication services and tools are available to meet their needs.

- Fleming phone extensions are available on campus using a physical handset or remotely through the use of the Webex desktop and mobile applications.
- Cisco Webex for text chat, voice and video calls.
- Microsoft Teams text chat, voice and video calls.

A personal mobile phone can be used to conduct a very limited amount of college business correspondence. An employee's personal contact information is shared with the College for the purpose of the College's emergency contact list and rare occasions when an employee's supervisor may need to contact the employee outside of regularly scheduled working hours.

Employees of the College are not permitted to use any home/personal communication resources, such as a home phone number or personal email address, to communicate with students or suppliers.

7.0 – Related Documents

- FIPPA - *Freedom of Information and Protection of Privacy Act* R.S.O. 1990 c. F. 31
- 3-300 Code of Conduct
- 3-345 Remote Work Policy
- 6-601 Appropriate Use Policy (AUP)
- Fleming College ITS User Standard – US-107 - Bring Your Own Device (BYOD)

7.0 – History of Amendments & Reviews

Date Approved	Approved By	List of Approved Amendments / Review
July 8, 2026	SMT	NEW