



City of Pittsburgh Operating Policies

Policy: Return of City-Owned Mobile Devices	Original Date: 12-1-13
	Revised Date:

PURPOSE: To establish guidelines for the return of City-owned mobile computers and phones by employees leaving City employment, and to advise employees to remove personal data from City-owned mobile devices and personal computers.

POLICY STATEMENT: Many City employees are issued remote electronic devices to assist them in the performance of their City duties. Remote equipment can include, among other things, cell phones, smart phones, pagers, lap tops, Android (Samsung) tablets, iPads, external aircards, external hard drives and flash drives. This policy addresses how an employee should treat this equipment when departing City employment. It also addresses the issue of data ownership and data preservation on City computers. This policy is subject to change without notice. It applies to all City-issued remote equipment now and in the future, regardless of whether a particular technology is mentioned by name.

POLICY REGARDING CITY-ISSUED MOBILE PHONES:

- Prior to leaving City employment, a departing employee must return any City-issued cellular or smart phone to CIS offices at 604 City-County Building. Employees should call 412-255-2152 in advance to set up an appointment.
- Failure to turn in a City-issued phone before leaving employment will result in the remote erasure of all data on the phone, including personal data. In addition, the data plan will be terminated, rendering the phone unusable.
- After turning in the physical phone, employees may retain the phone number associated with their City-issued phone by transferring it to another device. In order to do this, they must open an account with their own wireless provider, and make that wireless provider aware that they will be “porting” their number from the City. The new wireless provider must contact a CIS wireless account

representative at 412-255-2152 between the hours of 8:00 a.m. and 4:00 p.m. to complete the porting process. No City account information will be shared with the departing employee.

- The City advises against employees keeping their physical phone. It is in the employee's best interest to open an account with their selected provider in their own name. In order to do this the employee must contact one of the various wireless providers, and sign a contract.
- THE EMPLOYEE WILL BE PERSONALLY LIABLE FOR ANY CHARGES THAT ACCRUE TO THE ACCOUNT BETWEEN THE TERMINATION OF CITY EMPLOYMENT AND THE ACTIVATION OF A NEW ACCOUNT.
- Contact lists should be preserved before turning the physical phone in to CIS. Employees who need help in backing up a contact list should call or email the CIS Help Desk at 412-255-2900 or cishelpdesk@pittsburghpa.gov.

POLICY ON CITY-OWNED REMOTE DEVICES:

- Prior to leaving City employment, a departing employee should review any remote electronic equipment that has been issued by the City. This equipment can include lap tops, Android (Samsung) tablets, iPads, external aircards, external hard drives and flash drives.
- Prior to departure, all City-owned electronic equipment must be returned to CIS offices at 604 City-County Building. Employees should call 412-255-2152 in advance to set up an appointment.
- After a remote device is turned in, CIS will erase all data on the device, including any personal data. It is important that any personal data be preserved before the device is turned in. Employees who need help in backing up personal data should call or email the CIS Help Desk at 412-255-2900 or cishelpdesk@pittsburghpa.gov.
- Failure to turn in a device before leaving employment will result in the remote erasure of all data on the device, including any personal data.

POLICY ON CITY DATA AND CITY COMPUTERS:

- All information on City computers is the property of the City of Pittsburgh, and is backed up on City servers.
- If an employee is storing personal data on a City computer, it is the employee's responsibility to remove and retain the personal data before departing City employment. Employees who require assistance in backing up personal data

should call or email the CIS Help Desk at 412-255-2900 or cishelpdesk@pittsburghpa.gov.

- It is strictly forbidden to retain any City data on a remote memory device such as a flash drive or external hard drive.

This policy is effective as of December 1, 2013. This policy may be amended by the City at any time without notice, and amendments will take effect upon publication on the City's intranet site.