

# Policy and Procedure

## Virginia Department of Agriculture and Consumer Services

Number 10.7

SUBJECT: Mobile Device Security Policy  
(Non-COV-owned Devices)

Date: 07/25/2014  
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APPROVAL: \_\_\_\_\_

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### OBJECTIVE AND INTENT

The Virginia Department of Agriculture and Consumer Services (VDACS) will permit approved employees to use non-COV mobile computing devices (i.e. personal devices) to access COV information technology resources. The use of such devices by approved employees is additionally governed by agency policy 10.1, *Ethical Use of Agency Information and Computing Resources* and COV Security Standard, SEC501.

### SCOPE

All VDACS employees and its agents, including all classified, wage, seasonal, temporary agency and contract personnel who have been approved for the use of a Non-COV owned mobile computing device must comply with this policy and any additional policies that may be adopted relating to mobile device technology.

### STATEMENT OF POLICY

This policy establishes the minimum requirements for the use of a Non-COV owned and maintained mobile device to access, process, or store COV data in accordance with IT Security Standard (SEC501). This Policy stipulates the enhanced controls required for mobile devices and does not rescind the obligation to adhere to COV Security Standard SEC501. The selection, implementation, and use of mobile devices include the following elements:

#### A. ACCESS CONTROL FOR NON COV OWNED MOBILE DEVICES

1. Prior to use.
  - a. The mobile device must be authorized by the Agency Head (or designee).
  - b. Non-COV owned devices shall only be authorized if they are used exclusively by the agency employee or user for whom they were authorized.
  - c. Non-COV owned devices shared between the employee and family members, or employees and other parties are not eligible for use to conduct Commonwealth Business.
  - d. The mobile device must be registered by the Agency Telecommunications Coordinator with the Agency's ISO.
  - e. The mobile device user must read and sign VDACS Policy 10.1, [Ethical Use of Agency Information and Computing Resources](#).
  - f. The mobile device user must have read and signed Attachment A, *Acknowledgement of Acceptable Use of Non-COV Owned Mobile Device*.
  - g. The device must be used to only access COV data via the COV Messaging Service, a web service accessible from the public Internet, or from a COV internal network in accordance with the COV ITRM [IT Standard Use of Non-COV Computing Devices to Telework](#) This

requirement does not apply to the use of Outlook Web Access or restrict the use of the device for personal activities.

- h. The mobile device user must agree in writing to allow remote wiping and the erasure of all COV data on the device without warning, if so requested by the Agency Head (or designee). The mobile device user must agree in writing to allow remote wiping and the erasure of all data on the device without warning if the COV data cannot be removed without wiping the entire device.
- i. The mobile device user must agree to surrender the device to Commonwealth Security for review and forensic imaging upon request of the associated Agency Head or the Agency's Information Security Officer.

## 2. Configuration Requirements.

- a. The mobile device must be configured to receive security policy and configuration information from the COV Mobile Policy Servers.
- b. The mobile device must be configured to use an encrypted network connection at all times when accessing COV data.
- c. The mobile device screen lock must be configured to engage after a maximum of 15 minutes of inactivity.
- d. The mobile device must be configured to prohibit the storage of passwords in clear text.
- e. The mobile device must be configured to automatically wipe the contents of the mobile device if 10 consecutive invalid login attempts occur.
- f. The agency reserves the right to deny the use of any Non-COV owned device to conduct official business that is incapable of separating personal data from Commonwealth Data.
- g. The agency reserves the right to require mobile device management software to be installed on Non-COV owned mobile devices as a prerequisite for the device being authorized for use to conduct official business.

## 3. Password Requirements.

- a. The mobile device must be configured to use a password in accordance with the COV ITRM Information Security Standard (minimum of 4 characters for a mobile device).
- b. The mobile device password must be changed after a period of 90 days.
- c. The mobile device must be configured to not reuse a password prior to 24 password changes.
- d. The mobile device must be configured not to cache/store passwords on the device.
- e. The mobile device must be configured to suppress the display of passwords on the screen as the password is entered into the device.

## 4. Software Requirements

- a. The mobile device must use only the boot ROM and operating system as supplied by the device vendor/carrier.
- b. The mobile device must be configured to not allow the user to escalate the base privilege level.

- c. The mobile device user must not tamper with security controls configured on this device.
- d. The mobile device must install all security updates within 30 days of release by the original equipment manufacturer or the authorized device reseller.

#### 5. Data Storage Requirements

- a. The mobile device shall only store sensitive COV data if approved by the Agency Head or his/her designee.
- b. The mobile device must be configured to require all sensitive COV data be encrypted.
- c. The mobile device must utilize an industry standard encryption protocol to store sensitive COV data (128-bit Advanced Encryption Standard at a minimum).
- d. The mobile device must be configured to allow a remote wipe of all COV data stored on the device.
- e. The mobile device must be configured to store all COV data only on internal memory or non-removable media.
- f. All records relating to Commonwealth business are considered to be within the public domain, even though generated on a Non-COV owned device. Commonwealth business records are subject to review and disclosure unless the Virginia Freedom of Information Act (FOIA) or other specific exemptions set out in the Code of Virginia permits or requires them to be withheld.
- g. Personal emails and personal call records are not public records and are not subject to review and disclosure under FOIA.

#### 6. Physical Security Requirements

- a. Each employee authorized to use a mobile communications device to conduct the business of the Commonwealth is responsible for the reasonable care and due diligence in using, handling and protecting the mobile device.
- b. Every employee shall take reasonable precautions to protect mobile communications devices assigned to them from damage, loss, theft, fraud or other misuse.
- c. If the mobile device is lost or stolen, the incident must be reported to the employee's supervisor, the VDACS ISO, VITA Customer Care Center and Commonwealth Security and Risk Management Incident Management within 24 hours in accordance with [§2.2-603\(F\)](#) of the Code of Virginia.
- d. The lost or stolen mobile device services provided by the Commonwealth will be wiped within 24 hours of the incident. The wiping action will be initiated by a VCCC ticket.

#### 7. Operations

- a. Mobile communication devices shall not be used while driving state vehicles; except in cases of emergency, during which times they may only be used for voice communications.
- b. They may be used with a hands free device in limited situations, but not for prolonged conversations or in heavy and/or slow moving traffic.
- c. Text messaging while driving is strictly prohibited under all circumstances.

- d. Many states and the District of Columbia have enacted laws that prohibit the operation of a motor vehicle on a public highway while using a wireless telephone. Be familiar with and abide by state laws regarding wireless phone use.

## B. REIMBURSEMENT

1. Reimbursements shall only be offered to employees who provide approved devices that are provisioned to support voice and data, or data-only functions (i.e. 'smart' devices). Cell phones and other devices that only support voice and text messaging are not capable of or not configured to, at a minimum, receive Commonwealth email messages are not eligible for a stipend or reimbursement.
2. Employees shall normally only be authorized a single stipend for a single Non-COV owned devices. Exceptions to this provision may be granted by the Agency Head (or designee).
3. The current maximum allowed reimbursement is \$45.00 per month. VDACS reserves the right to change the maximum allowed reimbursement amount at any time in order to comply with changes to external governing policies.
4. Prior to providing a stipend to an employee who is authorized to use a Non-COV mobile device, the employee's supervisor and Agency Head (or designee) shall sign the "VDASC *Mobile Device Allowance Agreement*".

## C. ACCEPTANCE OF THIS POLICY

1. The mobile device user must acknowledge acceptance of a continuing compliance with this policy, including the Code of Virginia, [§2.2-2827](#). The mobile device user will further acknowledge that the Non-COV Mobile Device Security policy may change frequently and agrees to review and acknowledge compliance with subsequent revisions of the policy if use of a Non-COV mobile device is to be continued.
2. This acknowledgement will be made by the mobile device user by signing the "*Acknowledgement of Acceptable Use of Non-COV Mobile Device Security Policy*" (See: Attachment A) prior to their being granted the right to use a Non-COV Mobile Device for COV business purposes.
3. Known instances of non-compliance with this policy should be reported to the employee's supervisor/manager and the ISO.
4. Violations of this Policy will be handled in accordance with DHRM's [Standards of Conduct](#). Disciplinary action will be determined on a case-by-case basis by the Agency Commissioner or designee, in concert with the Human Resources Office, with sanctions up to/or including termination depending on the severity of the offense.

## AUTHORITY

The Commissioner of Agriculture and Consumer Services issues this policy pursuant to authority granted under the laws and regulations of the Commonwealth of Virginia.

## INTERPRETATION

The Director of Administrative and Financial Services is responsible for official interpretation of this policy.

## ATTACHMENTS

- A - Acknowledgement of Acceptable Use of Non-COV Mobile Device Security Policy
- B - [VDACS Mobile Device Allowance Agreement](#)
- C - Using Non-COV or Personal Mobile Devices to Conduct VDACS Business

**ATTACHMENT A**  
**Virginia Department of Agriculture and Consumer Services**

**Acknowledgement of Acceptable Use of Non-COV Mobile Device  
Security Policy**

I understand and agree to abide by current and subsequent revisions to the VDACS Policy for Non-COV Mobile Device Policy and the Code of Virginia, Section 2.2-2827.

I understand that VDACS has the right to monitor any and all aspects of the Non-COV Mobile Device related to Commonwealth of Virginia data and that this information is a matter of public record and subject to inspection by the public and VITA management for all mobile devices used in the interest of the Commonwealth. I further understand that users should have no expectation of privacy regarding any usage as it relates to Commonwealth of Virginia data. I also understand and agree to produce any public record required by the agency, if requested. By signing this use agreement I agree to allow remote wiping and the erasure of all COV data on the device without warning, if so requested by the Agency Head or the Agency Head designee. Furthermore, I agree to allow remote wiping and the erasure of all data on the mobile device if the COV data cannot be removed from the device without removing all data from the device. I also agree to surrender the device to Commonwealth Security for review and forensic imaging upon request of the associated Agency Head or the Agency's Information Security Officer.

I further understand that misuse and/or negligent use of a mobile devices may result in disciplinary action (up to and including dismissal) and forfeiture of my privilege to use mobile devices. I further understand that the Human Resource Office may access the VDACS Knowledge Center to verify that I have read this policy. Employees will be required to review this policy whenever the mobile device policy is updated. I further understand that I may download a copy of this policy with all three Appendices from the VDACS Intranet, InSite.

By responding "True" to the Policy Acknowledgement on the VDACS KC, you are certifying that you have read and/or participated in this training activity to the fullest extent possible.

1. Upon completion of the policy review, exit the course. You are taken to the Course Detail Screen.
2. Wait for the Course Detail Screen to update, verifying that you have completed the course.
3. From the updated Course Detail Screen, click "View Certificate". When the Certificate of Completion displays, click print. Submit the certificate with the Telecommunications Work Order through your supervisor and division director to the Information Systems Support Staff at [computer.vdacs@vdacs.virginia.gov](mailto:computer.vdacs@vdacs.virginia.gov)

**ATTACHMENT B**  
**Virginia Department of Agriculture and Consumer Services**

**VDACS Mobile Device Allowance Agreement**

**Background** This form is used by employees and their supervisors to 1) document a request for mobile device allowance and 2) acknowledge understanding of this policy 10.7 VDACS Mobile Device Security (Non-COV-owned Devices) requirements and limitations.

**Intent** The mobile device allowance is intended to reimburse an employee for the average business use of the mobile device, but not to pay the entire bill.

**Eligibility** Check all that apply—

You must meet at least one of the following criteria to receive the allowance since the job requires the employee

... to spend considerable time outside the office (travel, meetings, conferences, etc.) and use of a mobile device facilitates the effective maintenance of business operation while away.

...to be in constant communication with customers.

... to be immediately accessible to receive and/or make frequent business calls outside of working hours on a consistent basis.

... to engage in job duties away from the office that may expose the employee—alone or with others—to immediate harm or danger (e.g., visits to homes of patients or clients) as the result of completing job duties outside the office.

**Action** Add or Change Existing Mobile Device Allowance (check one) —

New/Add  OR Change

If New, Do you have a current agency device to delete? Yes  No

If Yes, include 10-digit phone number: ( ) \_\_\_\_\_

*Please Print*

Agency Name:	_____	Agency Number:	301
Division	_____	Cost Code:	_____
Employee Last Name:	_____	Employee First Name:	_____
Employee ID Number:	_____	Position # for Mobile Device Allowance Payment:	_____
Use Start Date:	/ /20__	End Date (if any*):	/ /20__
Cell Service Provider:	_____	Mobile Device Brand/Model:	_____
MEID/Hex Number:	_____		

- If your business need is *short term*, e.g., three months out of the year, you must enter a **start** and **stop** date above.
- Attach copy of service provider charges after Division Director approval and prior to submitting to Information Systems

**Allowance for Use of Personal Mobile Device - (complete listed information)**

↓ 10-digit phone number: ( ) \_\_\_\_\_  
Employee will be available for calls (in possession of the mobile device and have it turned on) during times specified by management.

↓ Employee has read the Mobile Communication Use Technical Topic and attached the signed Acknowledgement form? Yes  No

↓ Allowance amount per month for smart phones only:  
\$ \_\_\_\_\_ + \$ \_\_\_\_\_ = \$ \_\_\_\_\_  
(non-taxable) (taxable) (total)

**Employee Information and Responsibilities** The mobile device allowance for a **smart phone** (not to exceed \$45/month for combined voice and data capable—not a voice-only phone) is considered non-taxable income to the employee by the Internal Revenue Service up to the limit specified in the *Commonwealth Accounting Policy and Procedure* (CAPP Manual Topic No. 50535, *Employer Provided Fringe Benefits* found at [http://www.doa.virginia.gov/Admin\\_Services/CAPP/CAPP\\_Main.cfm](http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Main.cfm) .

The mobile device allowance is not considered wages for the purpose of retirement contributions. Eligibility for the allowance or the level of the allowance provided is subject to change or cancellation without notice at any time. Supervisors may periodically request documentation of business use to determine the appropriateness of eligibility and level of the allowance amount.

**Cancellation** The employee must inform his/her agency to discontinue the allowance when the eligibility criteria are 1) no longer met or 2) when the mobile device service is cancelled. The *Mobile Device Allowance Agreement* form must be completed, checking the box marked **Cancel Mobile Device Allowance** located below. **If such notification is not submitted within 30 days of ineligibility or service cancellation, the employee must repay any allowance received.** This repayment—if not provided by the employee within two (2) weeks of notification—will be initiated by the employing agency through payroll deduction and may subject employee to disciplinary action under the Standards of Conduct.

Check the box marked **Cancel Mobile Device Allowance** located below if the employee is leaving the employing agency or leaving/transferring from a position where mobile device access was required to one where it is no longer deemed necessary.

**Remove Mobile Device Allowance:**  Cancel Mobile Device allowance

**Documentation Requirements**

The completed and signed *Mobile Device Allowance Agreement* and *KC policy acknowledgment* are attached. The appropriate position number designated for mobile device allowance and a start date must be included.

Documentation justifying the mobile device allowance as a business requirement must be maintained in personnel files.

**By signing below the employee and authorizing management acknowledge they have read and reviewed their responsibilities under VDACS Policy 10.7. This mobile device allowance agreement must be approved by the employee’s supervisor and the agency head or his/her designee.**

<b>Employee Name</b> (please print)		
Last	First	
<b>Employee Signature</b>		Date
If I am subject to repayment, I agree to have that amount deducted from my paycheck		
<b>Supervisor Name</b> (please print)		
Last	First	
<b>Supervisor Signature</b>		Date
<b>Agency Head/Designee</b> (please print)		
Last	First	
<b>Agency Head/Designee Signature</b>		Date

**ATTACHMENT C**  
**Virginia Department of Agriculture and Consumer Services**

**USING NON-COV OR PERSONAL MOBILE DEVICES TO CONDUCT VDACS BUSINESS**  
**“Bring Your Own Device, BYOD”**

Employees may request to use their personal smart phone (Adroid or iOS operating system) to conduct agency business. Other smart devices such as personal iPads cannot be used at this time. The process for requesting and obtaining approval is explained below.

<b>TASK #</b>	<b>TASK</b>	<b>RESPONSIBLE PERSON</b>	<b>ADDITIONAL INFORMATION</b>
1	Review Non-COV Mobile Device Security Policy on the Commonwealth of Virginia Knowledge Center (KC), VDACS Domain at <a href="https://covkc.virginia.gov/vdacs">https://covkc.virginia.gov/vdacs</a> (Policy 10.7)	Employee	<ol style="list-style-type: none"> <li>1. The policy review must be marked complete to acknowledge reading, understanding and accepting the policy.</li> <li>2. Save the web acknowledgement page in a PDF format so that employee name and the date marked as complete in the KC is visible and submit with your request.</li> <li>3. The order will NOT be processed without the policy marked complete acknowledgement</li> </ol>
2	Request use of personal smart phone using the Mobile Device Allowance Agreement form found on InSite at <a href="http://barley.vdacs.state.va.us:7778/intranet/VDACS%20Mobile%20Device%20Allowance%20Agreement.pdf">http://barley.vdacs.state.va.us:7778/intranet/VDACS%20Mobile%20Device%20Allowance%20Agreement.pdf</a> Submit the completed form and web acknowledgement page to your supervisor.	Employee	<p>VITA/NG automatically pushes the Enterprise Handheld Service (EHS) application to the mobile device.</p> <p>Employees are responsible for purchasing all device accessories.</p>
3	Review and approve Mobile Device Allowance agreement form. Ensure KC policy acknowledgement is attached. Once approved, submit to the division director for approval.	Supervisor	
4	Review and approve Mobile Device Allowance agreement form. Ensure employee's KC policy acknowledgement is attached to the Allowance Agreement.	Division Director/SMT Member or Agency head designee	
5	If management approves, acquire the Enterprise Data Plan for your personal mobile device and the appropriate documentation from your cell provider. Provide the documentation to your Supervisor.	Employee	Example: An invoice or plan statement is valid documentation from your cell provider.
6	Attach cell provider documentation to the approved Mobile Device Allowance Form (Attachment A & B of Policy 10.7) and Submit all three forms by email to the Telecommunications Coordinator at <a href="mailto:jake.jacobs@vdacs.virginia.gov">jake.jacobs@vdacs.virginia.gov</a> .	Division Director or Supervisor	
7	Complete the Telecommunications Service Request (TSR) form for the Enterprise Handheld Services (EHS) Licenses and	Telco Coordinator	Track EHS Technology licenses with the mobile device inventory. Post to ensure that the ISO has access to the

	submit to VITA. Submit the three forms to Byod.VDACS@vdacs.virginia.gov		inventory. Inventory information is posted on the network at J:\Telecommunications\.
8	Process the employee reimbursement through the payroll process.	Finance Office	Maintain electronic files with each employee's Allowance Agreement, backup documentation, and KC policy acknowledgement in the BYOD central file.
9	Request a monthly report from VITA/NG of mobile devices that have checked in with the EHS server. Review to identify any unused EHS Licenses. Provide a copy to Finance for audit purposes.	IS Support and IT Director	Confirm with VITA that agency will be notified when the EHS application is no longer being used by staff. VITA will not commit to a monthly report on these services but the IT staff can request the list each month.
10	Semiannually Finance will request confirmation from the division directors/SMT that employee being reimbursed for the enterprise handheld services are still valid.	Finance	

**Notes:**

1. HRO - Employee policy acknowledgements will be maintained through the COV KC/VDACS domain. The Termination Checklist will handle the termination of reimbursement.
2. The service provider is responsible for support of the device and the mobile services.
3. If an employee must discontinue the reimbursement, the COV Mobile Device Allowance Agreement form must be submitted with the "Cancel Mobile Device Allowance" box checked on page 2.
4. The VCCC is responsible for support of EHS Technology.