

NORTHERN CAPE PROVINCIAL GOVERNMENT



Economic Development and Tourism

Tablet Device Policy

2013

DOCUMENT CONTROL

Document Details

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Document Approval

Name	Designation	Signature	Date	Approval (Y/N)
P M Seboko	HOD			

Background

The launch of the Apple iPad, Samsung Galaxy Tab and Windows Surfaces devices has sparked many organisations to consider the possibility of deploying tablet PCs for mobile workers within their organisation. Forrester, a global research and advisory firm, has predicted that tablets will begin to outsell netbooks beginning in 2012 and by 2014 more people will be using tablets than netbooks as their everyday computing device.

There is a growing demand within the Department for tablet devices considering their ease of use and compelling applications. This latest computing technology with a technology-savvy workforce could provide a potentially potent productivity combination. On closer examination, however, it is clear that a mobile tablet device in the workplace, although similar in look and feel to consumer devices such as notebooks, must be engineered very differently to meet the needs of business.

2. Policy Statement

The tablet device is designed, developed and marketed as a platform for audio-visual media including books, periodicals, movies, music, games and web content. These devices have a potential use in the Department.

This Policy is, therefore, designed to facilitate the procurement of these devices as well as uphold compliance with the relevant policies of the provincial government. It, therefore seeks:

- 2.1 To provide clear guidance on the issuing and use of the provincial department-owned tablet devices;
- 2.2 To ensure the rules relating to the department-owned tablet devices are applied consistently across the organisation;
- 2.3 To guide potential users of their responsibilities when applying and using these devices in the organisation.

3. Policy Framework

- 3.1 The tablet device will be issued on a case-by-case basis to employees whose position and responsibilities are considered by their responsibility manager to require access to a device for enhancing the performance of the official duties to that component or staff member. *These devices are not substitutes for laptop computers and should not be purchased as such.*
- 3.2 At all times any such device shall remain the property of the department and is subject to all of the department's standard rules, policies and procedures concerning access to, and use of, the Internet and Email.
- 3.3 It is the responsibility of the user to secure funding for the device and data plan and to justify the purchase appropriately.
- 3.4 The Mobile data plan must adhere to the current departmental Cellphone policy

- 3.5 Specific device applications will be required to ensure maximum functionality of any device issued to an employee. Certain Apps will be mandatory such as word-processing; pdf reader capability and an employee issued with a device will be updated from time-to-time as to the downloading of mandatory Applications.

4. Criteria for approval

The following criteria will be considered by the approver when reviewing the tablet device request:

- Will the use of the device significantly enhance the productivity of the employee?
- Does the business purpose for the device fit the fixed cost business service plan (data usage) requested and is within the departmental budget?
- Does the employee currently have an approved and funded internet data usage plan?

5. Data Plan

- 5.1 If an associated data plan is requested, the end user must complete Cellphone data application form and obtain approval from the Chief Financial Officer as per the current Cellphone Policy.
- 5.2 Due to the cost of mobile data, all tablet devices will only be permitted to use a 2 GB mobile data bundle.
- 5.3 In the event that additional data is required, an application must be lodged with the Chief Financial Officer and motivated by the responsibility manager.
- 5.4 All updates that are required to the operating system and software on the devices can be done through the IT Unit.

6. User Responsibilities

- 6.1 All requests for tablet devices must be accompanied by an approved data plan application form as signed by the Chief Financial Officer.
- 6.2 If a tablet device is requested but a data plan is not needed, a purchase order request must be submitted through the normal purchasing procedure and with the appropriate approvals.
- 6.3 In the case of a lost or stolen device, notify the South African Police Service immediately and thereafter, the Security Manager for the department.

7. Equipment Lifespan

- 7.1 Determining the lifespan of tablet devices is dependent on a range of issues which includes amongst others the frequency of software updates, battery aging issues and duration of updates by the device manufacturer, as well as device support by the manufacturer.

- 7.2 For purposes of this policy, the lifespan of the tablet devices will be linked to that of the Laptop Computers i.e. they can be retired after a two to three year period.

8. Device Connectivity and Security

- 8.1 Web access to email and calendar functions will be set up by the IT Unit.
- 8.2 All devices are required to have a password (See IT Security Policy) and must time out/ screen lock after 5 minutes of inactivity.
- 8.3 Remote wipe and "locate me" services must be enabled and implemented. In the event of theft, kindly refer to 6.4 of this policy.
- 8.4 Employees issued with a device are expected to exercise the same care in respect of the security and upkeep of the device as if it were the employee's own property. In particular, it is the employee's responsibility to ensure their allocated devices is securely locked away at night, whether at work or at home. Similar care must be taken when leaving the device in a meeting room or any off-site venue and whilst travelling.
- 8.5 Devices must not be left unattended in motor vehicles at any time. It should be securely stored in the luggage compartment.
- 8.6 Lending the device to any third party is strictly prohibited. Use of a department-owned device by the employee's friends and/or family is also strictly prohibited.

9. Approval

- 9.1 The application process for approval to obtain such a device shall include the following persons within the Department, viz.
- i. Responsibility Manager
 - ii. Director: Corporate Affairs
 - iii. Programme Manager
 - iv. Chief Financial Officer
 - v. Head of Department
- 9.2 An approved employee shall only be issued with a tablet device if he or she has read and signed a copy of this policy as proof of their acceptance of the terms and conditions contained herein.

MANAGER: HARDWARE AND SOFTWARE SUPPORT

G CLARKE

Signature: 

Date: 04. July 2013

SENIOR MANAGER: CORPORATE SERVICES

T MODIBELA

Signature: 

Date: 05 July 2013

HEAD OF DEPARTMENT

P M SEBOKO

Signature: 

Date: 16/07-13

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