

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17 th September 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Bring Your Own Device Policy
REPORT NUMBER	CUS/19/304
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Andrew Howe
REPORT AUTHOR	Chris Sellar
TERMS OF REFERENCE	General delegation 7.1

1. PURPOSE OF REPORT

To seek Committee approval of the Bring Your Own Device (BYOD) Policy.

2. RECOMMENDATION(S)

That the Committee :-

- 2.1 Approve the Bring Your Own Device (BYOD) Policy as outlined below and at Appendix 1.

3. BACKGROUND

- 3.1 The Council's Digital Transformation Programme is embracing technology and in order to support the organisations requirement to become more Flexible and Agile. Digital and Technology are delivering several new technologies to support becoming a more Agile organisation. The Digital Transformation Programme is embracing the suite of applications that Microsoft 365 brings and are making use of modern device management tools. These tools allow for the secure, Public Sector Network compliant data access for our ICT users, via either corporately or personally owned, without increasing the security risk to our organisation.
- 3.2 There are several employee and council benefits to BYOD adoption. For an employee, it's the ability to choose a device that best suits their needs for both personal and work purposes and potentially the ability to carry only one device

rather than two. For the Council, it's a reduction on the total amount of devices purchased and deployed to deliver council services.

- 3.3 BYOD will not be forced on staff or Elected Members instead offered as a choice for those who wish to make use. All Elected Members will continue to be offered a corporate laptop computer and mobile phone. All staff will continue to be assigned the IT devices that are required for their role, should they not wish to use their own devices through the Council's BYOD Policy.
- 3.4 Following Policy approval, Digital and Technology in the first instance will begin offering all of Office 365's productivity suite applications on Android and Apple iOS operating system-based devices. This will allow for the vast majority of mobile and tablet users, the ability to make use of BYOD. Further development work is required prior to offering BYOD on windows-based computers but envisage being able to offer these services within 2020.
- 3.5 In order to limit the demand on the ICT Service Desk and wider Digital and Technology team, it is proposed that the council will not support or maintain any personal device. Training material will be provided along with recommended device requirements but any request for support will be carried out on a best endeavour at the discretion of Chief Officer for Digital and Technology.
- 3.6 Implementation of this policy will consist of all-staff awareness exercise and procedure updates and creates, with the assistance from Digital and Technology cluster as required, to ensure compliance with this policy:
 - 3.6.1 Liaise with Internal Communications team on an all staff awareness exercise, and focused communications to existing users of ICT users using both corporately own equipment and with council email on personal mobile phones.
 - 3.6.2 Digital and Technology Cluster procedures and guidance will be updated.
 - 3.6.3 Employee New Start checklist will be updated to ensure new employees are given the option to use their own personally owned equipment in the first instance.
 - 3.6.4 Employee Leavers checklist will be updated to ensure leavers BYOD access is removed when an ICT user leaves the organisation.
 - 3.6.5 Existing ICT users with council email configured on a personal device will be provided 30 days to sign up to the formal BYOD Policy to prevent access being revoked.
 - 3.6.6 Digital and Technology will amend the existing security policies to prevent unapproved access.
 - 3.6.7 ICT Acceptable Use Policy will be reviewed and updated if necessary to ensure there are no conflicting messages to ICT users regarding using personal devices.

4. FINANCIAL IMPLICATIONS

- 4.1 The introduction of a BYOD policy does not have any discernible financial costs associated. BYOD will make use of existing technologies of Microsoft Azure and Office 365.
- 4.2 No incentives will be offered to employees to adopt BYOD in the form of financial reimbursement.

5. LEGAL IMPLICATIONS

- 5.1 With the adoption of BYOD, the council is extremely mindful that it cannot increase the risk to the organisation's data. The Council remains, at all times, Data Controller of any Council information being processed on the device. Technical controls are in place to mitigate against the risk to data and IT Security, these are in line with the National Cyber Security Centre's guidance on the adoption of BYOD to align with The Data Protection Act 2018.
- 5.2 Elected Members will remain Data Controllers, in their own right, for any personal data relating to constituency business which they store on their personal devices.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Financial	Non-compliance with applicable legislation may lead to enforcement action with monetary penalties and/or financial liability for damages to customers.	M	The Council's wider Acceptable Use Policy mitigates against the risk of non-compliance – training, incident processes, associated policies, monitoring and reporting.
Legal	Non-compliance with applicable legislation may lead to enforcement action	M	The Council's wider Acceptable Use Policy mitigates against the risk of non-compliance – training, incident processes, associated policies, monitoring and reporting.
Employee	Risk of non-compliance with the	L	Each user for BYOD will be required to apply for Bring

	policy as it represents a change in current practice for some users.		Your Own Device and agree to the BYOD policy. This is to ensure that each BYOD users fully understands their own responsibilities and expectation by signing up.
Customer	Customers at risk of harm due to inadequate security and management of personal data.	M	This policy, along with the Council's wider Information Assurance framework, mitigates against this risk by ensuring 'Data Protection by Design and Default'.
Environment	No Risk		
Technology	Cyber Security of the council's environment is at risk from users with personal devices.	M	If approved, this policy, supported by appropriate awareness activities and suitable guidance, and security controls will mitigate this risk.
Reputational	Realisation of any of the above risks would likely lead to reputational damage to the Council.	H	Implementation of the above mitigations will reduce the risk of reputational damage.

7. OUTCOMES

The proposals in this report have no impact on the LOIP.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	Implementation of the BYOD Policy will ensure the security and privacy of all data while support the principle of "Being Digital".
Governance	Policy supports Governance framework to be transparent, inclusive and flexible in what we allow our ICT Users to use.
Workforce	Implementation of the BYOD Policy will enable our workforce to be flexible and agile, working securely from anywhere, on any approved device.
Process Design	Implementation for the BYOD Policy supports the need for being consistent with our ICT approach while focusing on security and privacy.

Technology	Policy supports becoming more flexible and Agile with the use technology to its full potential, shifting the focus from owned devices and systems to focusing on the protection of organisational data wherever it sits.
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8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Required and Completed
Data Protection Impact Assessment	Required and Completed
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

Not applicable

10. APPENDICES (if applicable)

Appendix 1: Bring Your Own Device (BYOD) Policy

Appendix 2: BYOD Supported Services and Minimum Requirements

11. REPORT AUTHOR CONTACT DETAILS

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