

## **Customer and Support Group (CSG)**

## **LBB BlackBerry Policy**

# Table of Contents

- INTRODUCTION .....
- SCOPE .....
- POLICY.....
- INTERNET BROWSING.....
- TAKING YOUR BLACKBERRY ABROAD .....
- USE OF CAMERA ON BLACKBERRY'S .....
- COSTS AND CHARGING .....
- DAMAGED DEVICES .....

---

## Introduction

This policy applies to all Members, employees, temporary employees and contractors working for the London Borough of Barnet (LBB) and issued with BlackBerry devices. It describes the rules governing the use of such devices.

LBB allows usage as part of a user's normal business processes; however care needs to be taken over use of a BlackBerry, as it could possibly allow unauthorised access to LBB systems and data.

Devices are provided by LBB Primarily for LBB use; but limited access for personal use is allowed. Enhanced use for personal calls is allowed as long as you subscribe to the LBB personal call plan.

Further information about the use of computer equipment provided by LBB is provided in the Acceptable Use Policy.

## Scope

The controls set out in this document apply to all user accounts.

## Policy

All LBB supplied BlackBerrys and content remains the property of LBB and is subject to regular audit and monitoring. These devices must only be connected to a LBB Laptop or desktop.

Users must be aware that the device contains or provides access to the LBB data; as such users must take appropriate action to protect the device from being lost or stolen. Under no circumstances should the blackberry be disposed of, all devices should be returned to LBB for safe disposal.

Only devices which have been built to LBB Standards can be attached to the LBB data network either directly or through a LBB owned or leased network, PC or laptop. This will ensure the appropriate security controls are in place

All BlackBerrys have been preconfigured with security to conform to PSN Requirements

Once received the user is not authorised to change any security settings.

A brief overview of security settings applied to the devices are given below

- 256 Bit AES Encryption
- No Bluetooth connectivity
- No WiFi connectivity
- No Blackberry Messaging service (BBM)

- Forwarding emails to personal e-mail accounts is not allowed.
- A 9 character password length which must include numeric characters (At least one uppercase alpha, 1 lowercase alpha, 1 numeric and 1 special character)
- 12 month password history (this means that you cannot use the previous 12 passwords).
- The user will receive a message to change the password every 30 days, on the screen of the BlackBerry.
- 5 incorrect passwords attempts are allowed, following this the device automatically wipes.
- The BlackBerry screen will go black after 30 seconds of inactivity; this is for power save.
- The multimedia card is encrypted with your BlackBerry password. The multimedia card will be automatically erased when the BlackBerry is erased e.g. after 5 incorrect password attempts.
- The BlackBerry will lock after 5 minutes of inactivity.
- Sim Card content protection is activated: When receiving a call on your BlackBerry, if the person calling is in your contacts the caller's name will only be visible when your BlackBerry is unlocked. If the BlackBerry is locked only the number will be visible on the screen.

## Internet Browsing

Limited internet browsing is allowed on your BlackBerry and is passed through Barnet Infrastructure and Websense Servers for monitoring.

## Taking Your BlackBerry Abroad

Your manager must authorise you to take your BlackBerry abroad on business. If the situation arises in which Members need to take their device out of the UK they must first check with IS if this is appropriate. Taking devices outside the UK may put council information and the council network at risk. Some countries are banned from connecting to Public Services Network connected networks. Certain countries may confiscate encrypted devices on entry and / or force a user to enter passwords and bypass security. Confiscated devices may not be returned.

Please contact the ITservice desk ([ITservicedesk@barnet.gov.uk](mailto:ITservicedesk@barnet.gov.uk); 020 8359 3333) to have roaming enabled on your device.

## Use of Camera on BlackBerrys

BlackBerrys enabled with cameras should primarily be used for taking business related pictures however, some limited personal use is allowed, but storage should not interfere with LBB business use.

Pictures can only be downloaded to a secure device LBB computer (laptop or desktop) and removed from the device as soon as possible. This is not enabled on a LBB PC and requires a signed exception form and business case.

Only take pictures of individuals with their permission to do so, or follow current policy where this is impractical.

## Costs and charging

Costs incurred are charged against your departmental cost centre, and charges will be detailed against the BlackBerry mobile number.

Personal calls are allowed as long as you subscribe to the LBB personal call plan; contact the IT servicedesk for further information ([ITservicedesk@barnet.gov.uk](mailto:ITservicedesk@barnet.gov.uk); 020 8359 3333) for further information.

## Damaged Devices

If your device has been accidentally or maliciously damaged, this must be reported in line with the lost or stolen process document as soon as reasonably possible to the following:

- In person to the police and a crime reference number obtained
- To your manager or for Members to the Head of Governance to administer
- The LBB service desk will provide you with a mobile device claim form, this needs to be completed with the crime reference number, a copy of the form should go to your manager for staff or Head of Governance for Members.
- A copy of the LBB Insurance form should also be sent to the LBB insurance team to request a replacement device.

Note: this process applies to damage through accidental or malicious act. It does not apply to damage over time through normal use or wear and tear.

---