

Authority: Approved by the President

## **Chapter 18 Telecommunications Services and Devices**

### **18.1 Policy**

The OIST Graduate University (the University) aims to provide telecommunications services (including mobile phone services) to the University researchers and employees in a manner which is fair, simple, accountable and financially responsible. The University allocates telecommunications devices where appropriate in order to;

- Avoid excessive charges to the individual, generated where the University business must be conducted via a telecommunications device.
- Prevent the conduct of the University business via a personal telecommunications device where inappropriate.
- Ensure the individual has the capacity to act in emergency situations where tasked with doing so.

This policy applies all telecommunications services and devices regardless of the country of purchase, telecommunications carrier, or if the device has an associated ongoing service contract.

All the University telecommunications devices, including mobile phones, are managed by the University IT Division under centralized contracts. These centralized contracts result in significant cost benefits for the University; for example, calls from one University mobile phone to another incur no charges.

### **18.2 General Considerations**

**18.2.1** It is anticipated that all University users will have a personal telecommunications device in addition to the University provided device.

**18.2.2** University provided telecommunications devices are intended to be used for business purposes only.

**18.2.3** Limited personal use of telecommunication devices by President [\[Link: 2.4.1\]](#), Auditors [\[Link: 2.4.4\]](#), Senior Level Executive [\[Link: 30.2.2.1.1\]](#) and Faculty Member [\[Link: 30.2.2.1.2\]](#) (hereinafter “Executive Members”) is permitted.

**18.2.3.1** Where the monthly charges for the device exceed the threshold [\[Link: 18.3.3\]](#), Executive Members will be presented with 3 months of usage data, and asked to identify the personal usage component. This personal usage component will be used to create a fixed percentage monthly charge for personal usage. Ongoing monthly charges for the device will be monitored by IT Division, and where average monthly charges for the device increase or decrease markedly, the

above process will be repeated to calculate an updated fixed percentage monthly charge for personal usage.

**18.2.4** There are several classes of telecommunications devices, which vary in cost to the University. Please see the list of standard University provided telecommunication devices [\[Link\]](#).

18.2.4.1 The University standard devices are selected based on functionality. Where a newer device does not present a benefit to the University business over a standard device, the device will not be provided regardless of personal preference.

18.2.4.2 The class of device provided will be commensurate with the business requirement. For example, lower cost devices such as flip-phones will be allocated where a more advanced device is not required.

**18.2.5** Ownership and control of University IT devices, including telecommunications devices, is described in the PRP 17.2.1 [\[Link: 17.2.1\]](#).

**18.2.6** In general, the University funding for overseas purchase of IT and telecommunications services and devices is not permitted. Exceptions may be considered where specific University business is shown to require a local device overseas, and where the usage will be solely for that purposes. In general, internet chat and video conferencing services should be used for international communications.

**18.2.7** Rental telecommunications devices are available from the IT Division, and rental of these devices is preferred over allocation to an individual where the requirement is temporary in nature.

**18.2.8** Sections and units can also apply for locally shared telecommunications devices. These devices would be managed at the section or unit level, and allocated for specific functions, such as new employees, visiting researchers etc.

18.2.8.1 Sections and units are to elect a staff member who will be responsible for the management and allocation of any locally shared telecommunications devices.

### **18.3 Rules**

**18.3.1** Eligibility for a University telecommunications device must satisfy the eligibility criteria [\[Link\]](#) including;

- The need to conduct the University business via a telecommunications device while outside the University premises;
  - Where the use of another medium is not feasible.
  - Where the lack of said device would cause unavoidable and substantial costs to be incurred by the individual.

- Where the detriment to timeliness, or losses in productivity would have a substantial impact on the University business.
  - ✧ Senior Level Executives are in general deemed to meet these criteria.
- The need for emergency contact, where the use of a personal mobile phone or telecommunications device is inappropriate;
  - Where the contact is of a legal or personally sensitive nature, i.e. medical or other confidential matters
  - Where the emergency situation would have an effect on the University as a whole.

**18.3.2** Applications for the University telecommunications device must meet the eligibility criteria, and pass through an approval process [\[Link\]](#). This approval process requires;

- A justification which meets the eligibility criteria and clearly details;
  - The class of device required
  - Why the device is required
  - The intended usage
  - Whether the device is for individual or locally shared use
  - The period for which the device is required
- Approval process
  - Senior Level Executives shall receive approval from Chief Information Officer.
  - Other employees shall receive approval from Vice Presidents /Faculty Member or equivalent positions or above first, and seek final approval from Chief Information Officer.

**18.3.3** Where monthly device costs exceed a threshold, confirmation that the usage was for business purposes will be required. Where the usage was personal in nature, the user will be requested to cover these costs. This threshold is currently set at 10,000 yen.

**18.3.4** Inappropriate usage of telecommunication devices will be assessed by the Chief Information Officer with possible outcomes to include;

- Suspension or cancellation of the device
- Request for the user to cover any additional charges

## **18.4 Responsibilities**

### **18.4.1 Users, Sections and Units**

18.4.1.1 Users, sections and units are to ensure that the usage of University telecommunications devices abides by all policies, rules and procedures as detailed in the PRP Chapter 17 Information Technology & Security [\[Link: 17\]](#) at all times.

18.4.1.2 Users, sections and units are to notify the IT Division when the usage requirement as detailed in the approval process changes or ceases. In this case users,

sections and units may be required to relinquish the device, or to re-apply via the approval process.

18.4.1.3 Users sections and units are to notify the IT Division as soon as possible in the case of loss or damage to the University telecommunications device.

18.4.1.4 Users, sections and units are responsible for ensuring that any University telecommunications device is used for appropriate work purposes at all times.

**18.4.2 Vice Presidents /Faculty Member or equivalent positions or above**

18.4.2.1 Vice Presidents /Faculty Member or equivalent positions or above are responsible for ensuring that staff under their supervision are using University telecommunication devices appropriately, and in compliance with the provisions in this chapter.

**18.4.3 IT Division**

18.4.3.1 IT Division is to contract for and manage all University telecommunication devices including mobile phones.

18.4.3.2 IT Division is to allocate, track and maintain the University telecommunications devices.

18.4.3.3 IT Division is to alert users, sections and units when monthly cost exceeds the accounting threshold, and send a cost breakdown to the user.

18.4.3.4 IT Division is to maintain relevant documentation and processes.

**18.4.4 Chief Information Officer**

18.4.4.1 Chief Information Officer shall ensure the IT processes and procedures are in place such as to implement the policy as defined in this chapter.

18.4.4.2 Chief Information Officer is responsible for ensuring the fair provision of services and that University telecommunication devices are provided in the most cost-effective way to meet the business communication requirements of authorized users.

18.4.4.3 Chief Information Officer is also responsible for assessing inappropriate usage of telecommunication devices and determining action in the case of suspected inappropriate use of a device.

**18.4.5 IT Strategy Committee (ITSC)**

18.4.5.1 IT Strategy Committee shall recommend the University goals and priorities, and planning actions to the President to achieve the goals regarding Information Technology and Security. IT Strategy Committee shall deliberate and recommend policies on communications devices in the University.

### **18.4.6 Chief Information Officer**

18.4.6.1 The Chief Information Officer advises the President on all high level IT and computing services relevant to the OIST community and its security.

18.4.6.2 CIO has the ultimate responsibility for ensuring the appropriate implementation of policies, rules and procedures in this chapter.

### **18.5 Procedures**

**18.5.1** Any member of the University applying for the University telecommunications device should complete the application form [\[Link\]](#), then submit this form to IT Division.

### **18.6 Forms**

**18.6.1** The application form is available on the IT Division website [\[Link\]](#).

### **18.7 Contacts**

**18.7.1 Policy Owner:**  
Chief Information Officer

**18.7.2 Other Contacts:**  
IT Division