



CITY OF PROVIDENCE

5.2 LAPTOP COMPUTER AND MOBILE DEVICE POLICY

Purpose

This policy is intended to ensure responsible and secure use of City-issued laptops, tablets, mobile phones, and other portable technology devices by employees and authorized personnel.

Scope

This Policy applies to all employees, interns, fellows, volunteers, contractors who have been issued a City owned laptop computer or other mobile device.

Laptops, mobile devices, and similar equipment are provided at the sole discretion of the City. Budgets, costs, needs of the City of Providence, individual duties, etc. may determine which employees are provided with such equipment.

Policy

The City of Providence may provide a laptop, mobile device, or similar equipment to employees for the purpose of performing job-related tasks specific to their responsibilities, business operations, emergency management, or other duties as deemed appropriate by the sole discretion of the City of Providence. Each Employee receiving any device must read and sign the User Agreement upon receipt of equipment.

1. General Usage Guidelines:

- A. Devices are City property and must be used primarily for City business purposes.
- B. Personal use must be incidental, appropriate, and not interfere with business operations or violate any City policies.
- C. Users are responsible for the care, security, and proper functioning of any device assigned to them.
- D. Any use of City equipment or devices by employees shall strictly adhere to the City's Information Technology Policy.
- E. Laptops, mobile devices, or other similar equipment shall not be used by non-employees or family members.
- F. Do not reveal your login ID or password to anyone.

2. Security and Data Protection:

- A. Employees with access to Controlled Unclassified Information (CUI) are strictly prohibited from downloading or storing such information on the local hard drive of laptops, mobile devices, iCloud, or any other unapproved personal or cloud-based storage services.
- B. Employees are fully responsible for ensuring that any data stored on the local hard drive of a City-issued device is appropriate, secure, and properly backed up. The IT Department strongly recommends saving all files to the City-licensed OneDrive platform to ensure automatic and secure backup. For iPads, data may be backed up to iCloud if authorized and configured in accordance with City IT standards.

3. Physical Care and Maintenance:

- A. All City-issued laptops and mobile devices will be pre-configured with a standard suite of approved software and security applications by the Information Technology (IT) Department. Employees may not modify, disable, or uninstall these applications without prior written approval from the IT Department.
- B. Employees are responsible for bringing their devices to a designated location for required updates when notified by Technology Support staff. Failure to do so may result in the device being temporarily disabled for security purposes until its integrity is verified.
- C. City devices are protected by a standard, limited warranty that may cover the replacement of defective



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hardware. The warranty does not cover damage from drops, electrical surges, liquid exposure, fire, intentional damage, lost parts (e.g., power adapters, batteries), or normal wear and tear. Employees must report any damage or malfunction to the IT Department immediately and return the device for assessment and repair.

- D. In the event of theft, the employee must notify their supervisor and the IT Department immediately. The employee must file a police report and provide a copy of the report to their supervisor.
- E. Employees are expected to take reasonable precautions to protect and maintain the functionality and condition of City-owned devices. Evidence of misuse, neglect, or abuse may result in loss of access to City equipment and possible financial liability for the cost of repair or replacement. Intentional misuse or abuse may be subject to disciplinary action.
- F. City-issued computing devices are assigned to and remain in the custody of individual employees. Each employee is responsible for the security, proper use, and maintenance of their assigned device. Negligence in the care of City equipment may result in financial responsibility for any resulting loss or damage. Employees will not be held financially responsible for damage caused by normal use, unforeseen conditions beyond their control, or theft when reasonable security measures were taken. Additionally, employees may be responsible for the loss of value associated directly with any intentional misuse or abuse.
- G. Employees may not transfer City-issued mobile devices to other individuals. Devices must be returned to the IT Department for required security upgrades or reassignments.

4. **Remote Work, Travel and Leaves of Absence:**

- A. City of Providence laptops are not to leave the U.S., except on approved City related business.
- B. City assigned cell phones and devices are not to be used outside the U.S. or used to place calls outside the U.S. Employees may be personally responsible for charges related to foreign use.
- C. If an employee is expected to be out of work for an extended period of time for a Leave of Absences; including: paid administrative leave, workers compensation injury or continuous FMLA leave, employees are expected to leave their devices with their supervisor. Devices shall be reissued to the employee upon return to work.

5. **Unacceptable Use:**

- A. Employees shall not install unauthorized software or modify device settings in a way that could compromise security.
- B. Devices must not be used to access or distribute offensive, illegal, or inappropriate material.
- C. Public Wi-Fi should not be used with a secure VPN connection unless approved by the City's IT Department.

6. **Monitoring and Privacy:**

- A. The City reserves the right to monitor device usage for compliance, security, and operational reasons.
- B. Users should have no expectation of privacy in the use of City-owned devices or systems.

7. **Return of Devices:**

- A. In the event that an employee's employment ends for the City of Providence, the employee shall return the equipment no later than their last day of employment.
- B. The IT Department will inspect and securely clean returned devices.
- C. Failure to return will result in financial liability on the employee of the value of the item not returned.

8. **Compliance**

- A. Failure to adhere to the provisions of this policy will result in corrective or disciplinary action in accordance with City policies and applicable law up to and including termination.



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- B. The Department of Information and Technology (IT) and the Department of People and Culture (DPC) shall monitor compliance with this policy and may conduct periodic audits to ensure consistent application and prevent misuse.
- C. Any discrepancies or violations identified through audits or employee complaints will be investigated and addressed promptly.
- D. It is the responsibility of the department director and/or designee to ensure that employees adhere to this policy and address any concerns of compliance with employees in accordance with City policies and standards.

Related Policies:

Information and Systems Security Policy
Remote Access Virtual Private Network (VPN) Security Policy
Email Use Policy
Electronic Signatures
Artificial Intelligence (AI) Policy

Other Related Information:

City of Providence Technology Password Guidelines
User Agreement
1033 Collective Bargaining Agreement