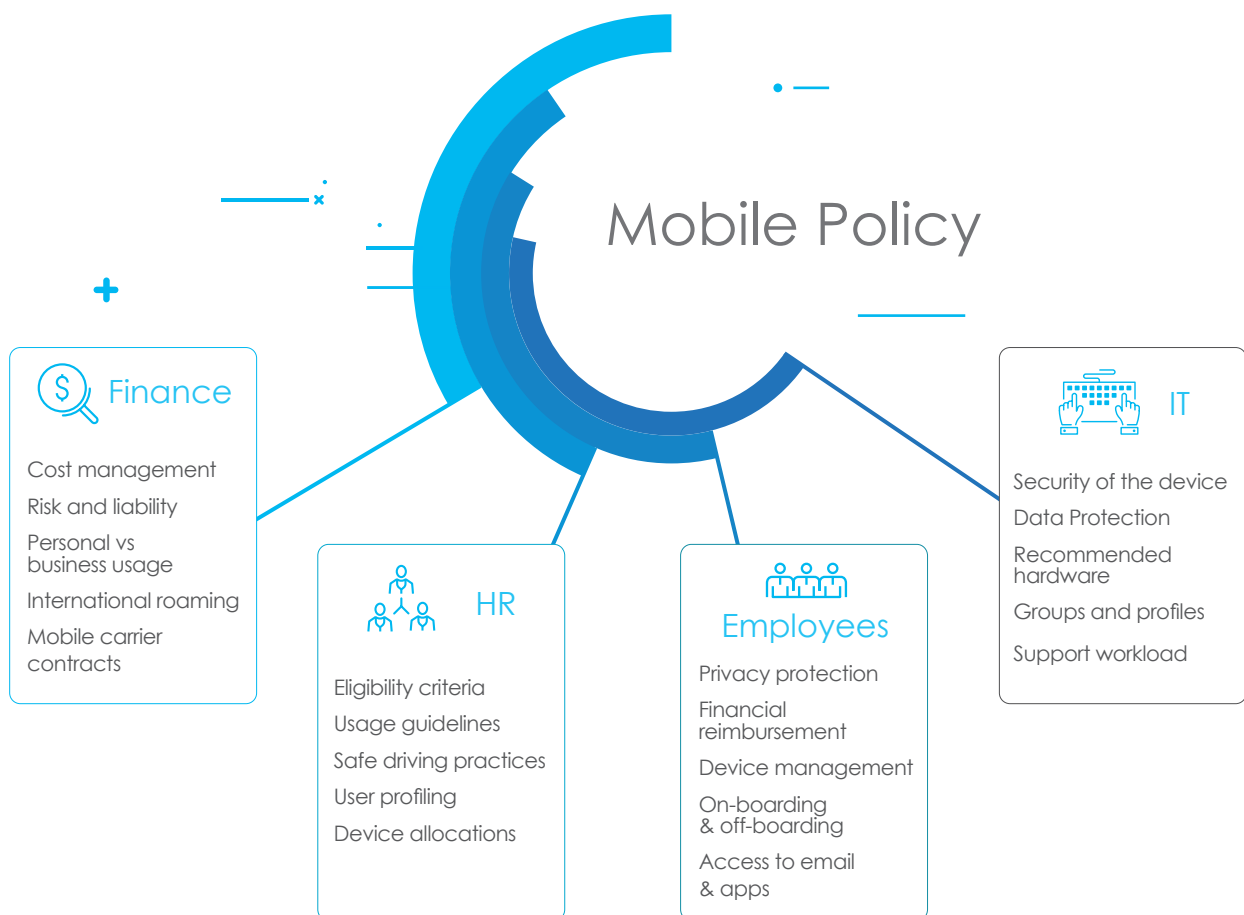


# Developing a Balanced Mobile Policy

Businesses need to consider a wide range of issues when defining policy for a modern mobile workforce, especially if some of the mobile fleet consists of BYO devices.

The policy needs to balance the interests of the employer (security, cost control and liability) and the concerns of the employee (privacy protection, device management and financial reimbursement).

The most important stakeholders for mobile policy development are Finance, IT, HR, the employees and sometimes the unions. Each group has a different set of considerations for a mobile policy.



## Facilitated Process for Mobile Policy Development

It is easy to take a policy template from another company and adapt it to your business but there is a risk that it may take 2 years to get everyone aligned so that the policy can be formally approved by senior leadership. To achieve the same outcome in 1 month, we recommend a facilitated process with a series of workshops and review milestones.

Mobile devices are very personal and in our 10 years developing mobile policies we have learnt that all the stakeholders have strong opinions about BYOD and how it should be managed. Sometimes these opinions are emotionally charged so an objective level-headed facilitator can help.



# Recommended Steps



## Workshop 1

IT Leadership team - review prior policies, assess maturity of the mobile environment, list the business requirements for mobility, identify security risks, cost considerations and any other constraints.



## Workshop 2

All stakeholders from IT, HR, Finance and some employees – list and address all the risks and issues that need to be resolved. Identify contentious items for further discussion.



## Workshop 3

All stakeholders – address and resolve the contentious items with appropriate controls and discretionary limits assigned to the relevant managers.



### Draft 1

Adapt a policy template from another similar organization and include the non-contentious items like data protection, safe driving etc



### Draft 2

Update the policy document with the agreed / non-contentious items and circulate to all stakeholders for review.



### Draft 3

Updated policy document with proposed final text on all items to be reviewed by all stakeholders.

## Executive Approval

Formal sign-off of the policy by senior leadership

## Communication

Briefing to stakeholders, line managers and employees

## Enforcement

Implementation through procurement / onboarding portal, MDM (mobile device management) and mobile spend analysis tools.