

TITLE: Employee Technology Procedure

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**Mandatory Review
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Approved By:
Associate Vice-President
Information Technology

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1. Purpose

This document outlines the procedures associated with the Employee Technology Policy, which standardizes eligibility for technological devices owned and/or leased by Sheridan for its employees and sets out the parameters for use of personally owned technology devices in lieu of a Sheridan Provided Device.

2. Scope

This procedure applies to all Sheridan employees.

3. Definitions

“Communication Device” means a cellular phone with or without internet capability.

“Computing Device” means an Internet-capable computer hardware device that could connect to the Sheridan network and includes desktop computers, laptops, tablets and thin/zero client computer.

“Device” means an Internet-capable computer hardware device that could connect to the Sheridan network and includes desktop computers, laptops, cellular phone, tablets, thin/zero client computer, printers, faxes, scanners or other specialized hardware.

“End of Useful Life” is attributed to a Sheridan Provided Device that Sheridan has determined is not to be repurposed or reused by Sheridan.

“Personally Owned Device” are devices owned by the employee, including those Communication Devices receiving a stipend.

“Record” (as defined in Sheridan’s Records and Information Management Policy) refers to any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and can include, but is not limited to, the following:

- correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine-readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof;
- any record that is capable of being produced from a machine-readable record under the control of Sheridan by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution, or to which the institution can reasonably gain access;
- E-mail records.

“Sheridan Personally Assigned Device” is a Sheridan Provided Device that is assigned to an employee.

“Sheridan Provided Device” includes a Computing or Communication Device provided by Sheridan but does not include *Personally Owned Devices*. This includes Communication Devices that are fully or partially paid by Sheridan.

“Sheridan Record” is a Record created while performing duties associated with employment or affiliation with Sheridan College.

“Stipend” is a monthly amount paid to employee for the use of their Personally Owned cellular phone.

“Supervisor” the person who has direct authority over a Worker (i.e. issues instructions or has authority to hire and terminate Workers). At Sheridan this includes Vice Presidents, Directors, Deans, Managers, Associate Deans, Supervisors and any other person that has charge of a Worker.

“Thin/Zero Client Computer” means a computer that relies on a server for its computational power.

4. Procedure

- **Technology Provisioning**

- i. Eligibility

1. Communication Devices - Employee eligibility is as outlined in the Employee Technology Policy.

Communication devices cannot be acquired on a generic, department or Faculty wide basis. Devices shall be requested and provisioned in accordance with the ***Sheridan Sponsored Cellular Agreement*** found attached as Appendix A.

2. Computing Devices - Employee eligibility is as outlined in the Employee Technology Policy.

3. Other Devices – eligible through regular acquisition channels.

- ii. Ordering

1. All ordering should follow the appropriate process as noted in the knowledge articles linked below:

- [Computers for Sheridan Employees](#)
- [Corporate Smart Phones & Stipends](#)
- [Desktop Telephones](#)

- **Repair, Damage, Loss or Theft**

- i. Personally Owned Devices

1. Any personal property, including a Personally Owned Device, is the sole responsibility of an employee, including in a circumstance of theft, repair, loss or physical damage.
2. Software troubleshooting – Sheridan will provide software assistance to students on a best effort basis. Users can request a remote support appointment via the link below.

[Book an I.T. Service Appointment](#)

- ii. Sheridan Provided Devices

1. General repair – All repairs should be referred to the I.T. Service Desk either in person or by contacting:

Email: servicedesk@sheridancollege.ca

[Click-to-chat](#)

phone: 905-845-9430 ext. 2150

2. Theft - In the event of theft of a Sheridan Provided Device, Sheridan will replace the device. A police report must be filed.

In all circumstances of loss or theft of a Device (including that of a Personally Owned Device) that contains a Sheridan Record (as defined in Sheridan's Privacy Policy and Sheridan's Privacy Breach Procedure), the employee shall notify their supervisor and the I.T. Service Desk (call extension 2150 or Email servicedesk@sheridancollege.ca) within one hour, or as soon as practicable after it is noticed that the Device is missing. The Privacy Breach Procedure requires the submission of the Privacy Breach Form.

3. Loss or Physical Damage

- For Sheridan Personally Assigned Devices - In the event of loss or physical damage to a Sheridan Provided Device, the replacement or repair is paid by the department.

- iii. Backing up devices

Users should periodically back-up of their Communication and Computing Devices. Please see the I.T. knowledge article, [Best Practices for Backing Up Data](#). Sheridan is not responsible for loss of data and/or information on any device that has not been backed up.

iv. Software and Downloads

All *Sheridan Provided Devices* are provided with Sheridan approved software. Any other download and installation of software must comply with copyright, acceptable use policy and procedures, and applicable purchasing policy guidelines. The software found on [AppsAnywhere](#), Sheridan's software distribution portal, has been licensed and approved for use at Sheridan.

v. Passwords

Passwords should be regularly changed. Sheridan Provided Devices require password changes every 120 days. See the [Employee Password Change Policy](#) for further information.

All devices containing a Sheridan Record should have a password time-out feature enabled and require a password to resume operation.

vi. Abuse Reporting and Investigations

Sheridan community members are encouraged to report any complaints or concerns about the abuse of information resources, malware infections, or other violations of Sheridan's [Acceptable Use Policy](#).

More information and reporting can be found in the knowledge article, [Abuse Reporting and Investigations](#).

5. Related Documentation/Links/Forms

- [Employee Password Change Policy](#)
- [Employee Technology Policy](#)
- [Service Sheridan: I.T.'s Customer Service Portal](#)
- [Sheridan's Acceptable Use Policy](#)

Appendix A - Sheridan Sponsored Cellular Agreement

The [Employee Technology Policy](#) outlines the criteria for employees to receive a cellular device. Eligible employees may choose one of two options:

Option 1: Cellular Device and Service

Eligible employees may choose to enrol in the Sheridan sponsored cellular service plan and purchase a cellular device.

Terms and Conditions of the Cellular Device and Service Agreement:

Sheridan **will**:

- Sponsor an **eligible** employee to receive a monthly corporate cellular service plan.
- Sponsor the purchase of a **new cellular device** or **hardware upgrade** in accordance with the cellular hardware purchasing guidelines that are outlined on the Sheridan IT website. This includes the purchase of a case or other accessories.
- Provide the employee and their designated supervisor a monthly invoice summary of their Sheridan sponsored cellular services for review purposes.
- Support the employee by investigating any allegation of erroneous cellular billing charges.

The Employee **will**:

- Comply with **local, provincial and federal laws** while using the cellular device and service, including but not limited to the Criminal Code, and the Highway Traffic Act.
- Reimburse Sheridan for any charges that are deemed as **“personal use”**.

The Employee **is not**:

- required to surrender their cellular device upon termination of employment, extended leave of absence, or a reorganization that no longer entitles the employee to have a Sheridan sponsored cellular device.

To initiate a request for a cellular device and service see the knowledge article, [Corporate Cell Phones and Stipends](#).

Option 2: Cellular Stipend

A Cellular Stipend can be provided as an alternative to those who are entitled to a Sheridan sponsored cellular device and service yet choose to use their own cellular service provider and hardware.

Terms and Conditions of the Cellular Stipend Sponsorship:

Sheridan **will:**

- Sponsor an **eligible** employee to receive a monthly stipend amount of **\$4.75 (phone only) or \$35.00 (phone and data) including taxes** (that is **non-negotiable** and is **subject to change** with prior notice).
- **Provide a copy of the personally paid cellular phone bill to Sheridan semi-annually in order for Sheridan to justify non-taxable benefit status for the stipend.**
- Comply with local, provincial and federal laws while using the cellular device and service, including but not limited to the Criminal Code, and the Highway Traffic Act.

Sheridan **will not:**

- Sponsor a stipend if the employee already has an active contract with Sheridan's cell phone provider.

The Employee **will:**

- **Immediately** notify Sheridan when the sponsored stipend is no longer eligible.

Expense claims in the eligible amount are to be submitted via:

<http://chromeriver.sheridancollege.ca/>