



## INNOVATE BARRIE MEMORANDUM

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**TO:** MAYOR J. LEHMAN AND MEMBERS OF COUNCIL

**FROM:** R. NOLAN, IT DIRECTOR  
W. COOKE, CITY CLERK/DIRECTOR OF LEGISLATIVE AND COURT SERVICES

**NOTED:** R. BUNN, EXECUTIVE DIRECTOR, INNOVATE BARRIE  
D. MCALPINE, GENERAL MANAGER OF COMMUNITY AND CORPORATE SERVICES  
  
M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

**RE:** MOTION 18-G-203, 2018-2022 COUNCIL TECHNOLOGY SERVICES (STAFF REPORT IT001-18)

**DATE:** OCTOBER 1, 2018

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The purpose of this Memorandum is to provide members of Council with an update concerning questions raised with regard to Staff Report IT001-18 concerning Council Technology at the General Committee meeting on Monday, September 24, 2018.

Using a personal device for business use is commonly known as BYOD ("Bring Your Own Device"). Although the device may not be corporately owned, the liability for the use, storage and security of any City data or communications still remains with the City. The Information and Privacy Commissioner of Ontario (<http://www.ontla.on.ca/library/repository/mon/27012/325215.pdf>) as well the Office of the Privacy Commissioner of Canada ([https://www.priv.gc.ca/en/privacy-topics/technology-and-privacy/mobile-devices-and-apps/gd\\_byod\\_201508/](https://www.priv.gc.ca/en/privacy-topics/technology-and-privacy/mobile-devices-and-apps/gd_byod_201508/)) have reinforced this in their respective frameworks to follow when implementing a BYOD program at an organization.

Both Frameworks begin with completing Privacy Impact Assessments and Threat/Security Risk Assessments. With the City's move towards digital processes and mobile first applications, more and more data is accessible on mobile devices. To mitigate those risks, in line with the above mentioned frameworks, the City has taken a cautious approach and implemented several controls over its mobile fleet.

An option already available to members of Council is to access City e-mail through their personal devices, AskIT can help members set this up. This is not a 'Full BYOD', and all cost incurred are the responsibility of the member of Council.

A 'Full BYOD' would mean the City takes control of the devices as if it were a City issued device.

IT's largest concern with BYOD is that staff are not experts in every make and model of phone. IT would not be able to provide any support if something doesn't work, nor can IT guarantee a change it makes down the road won't break something on a BYOD device. The City standardized to IOS on Apple and Android on Samsung and have the depth of knowledge on those two platforms to confidently know they have been secured properly.

Even if one had a device the same as the City's Apple or Samsung standards, there are many consequences to be aware of if enrolling it with the City as a BYOD device.

- All City policies apply to the usage of the devices, including the Code of Conduct and Acceptable Use of Technology
  - May not be used for personal gain (personal businesses, other businesses, charity or non-profits)
  - Password may not be shared with others (including family)
  - No access by unauthorized users (i.e. no sharing the device with family members)

- Surrendering complete control of the device to the City
  - Phone location will be tracked at all times
  - All Data on the phone can be permanently erased remotely (including contacts, pictures and videos)
  - All internet traffic will be scanned (even encrypted traffic such as personal banking) and every site visited is logged (i.e. Browser history)
  - Website will be blocked at the City's discretion
  - Battery will drain faster (full device encryption and background monitor constantly run in the background)
  - City will track all apps on the devices and at the city's discretion remove or block apps
  - Available storage will be reduced (the City will push corporate application to the device that take up space)
  - Phone usage will be tracked (roaming status, data and call usage, SMS/txt usage, etc)

Given the above, most individuals have found a full BYOD approach is not appealing. Other organizations with BYOD programs also have dedicated resources to support it.

#### **Councillor Expense Policy and Use of Corporate Resources for Election Purposes Policy Considerations**

Currently the cost associated with a member's cell phone use is reported quarterly on the City's website together with any other expenses that they incur. If a member of Council is using a BYOD device for personal/corporate it would be difficult to separate the charges associated with the personal use of the phone versus the corporate use of the phone. This would need to be addressed in a Council policy.

The Use of Corporate Resources for Election Purposes Policy provides that a member may not use their corporate device or contacts that they may have obtained through their role as a member of Council for election purposes. By having one device, there is less clarity in terms of whether a member could use the device for election purposes, if the Corporation becomes responsible for their device through signing a BYOD agreement with the City.

#### **Access and Privacy Concerns**

There are a number of issues from an access and privacy stand point that need to be considered if BYOD is to occur, including but not limited to:

- The ability to differentiate between the City vs constituency records may be blurred;
- The ability to effectively respond effectively to Freedom of Information requests that may be received concerning content of emails of members of Council;
- How to ensure that the City of Barrie information is separate from personal information on the device;
- That confidential information of the Corporation could be inadvertently accessed by unauthorized individuals;
- Possible premature disposal/deletion of corporate records; and
- Invasion of a member's privacy if records need to be accessed from the device.

In order to protect the Corporation and the member of Council, policies and agreements would need to be established regarding the use of the device, how information would be accessed, etc.. A Privacy Impact Assessment would also need to be completed to ensure all facets of such a program are reviewed and properly documented in any policy/procedure/agreement documentation.



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In summary, AskIT can help members of Council access City e-mail from their personal devices if this adds convenience. A full BYOD Program would require additional time to research and to develop the necessary policies and procedures to appropriately manage the program.

The following amendment would provide direction to undertake further investigations, should members of Council wish to explore a BYOD approach:

That motion 18-G-203 of Section "E" of the General Committee Report dated September 24<sup>th</sup>, 2018 concerning 2018-2022 Council Technology Services be amended by adding the following paragraph :

"2. That staff in the Information Technology and Legislative and Court Services Departments undertake further investigation of a BYOD approach for Council Technology Services and report back to General Committee."