

NORTH LINCOLNSHIRE COUNCIL

POLICY AND RESOURCES CABINET MEMBER

BRING YOUR OWN DEVICE (BYOD)

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To propose a strategy for implementing Bring Your Own Device (BYOD).
- BYOD is a nationally recognised ICT initiative that enables an organisation's workforce to utilise their personal ICT devices for work use.
 - It provides recognised benefits but requires consideration of risks and nationally mandated government security requirements.
 - The report details the relevant issues and sets out a recommended way forward.

2. BACKGROUND INFORMATION

- 2.1 Bring Your Own Device (BYOD) is a nationally recognised ICT initiative that enables an organisation's workforce to utilise their personal ICT devices for work use.
- 2.2 Advantages to operating a BYOD strategy include increased employee satisfaction (they can work more flexibly), cost savings (reduced hardware spend, software licensing and device maintenance) plus productivity gains (familiarisation with their own technology).
- 2.3 The council has informally operated and piloted a BYOD initiative with the introduction of enabling technologies such as IBM itraveller. This technology allowed council email to be forwarded to personal devices, typically Smart Phones and tablet devices where this was consented to by the device owner. However this technology is no longer compliant with the government's revised and nationally mandated Public Services Network (PSN) guidelines and as a result is now in the process of being decommissioned. PSN compliance and certification is essential for sharing information with other government organisations, including DWP, NHS and Police.
- 2.4 To provide secure infrastructure for the transmission of sensitive and personal data, PSN rules require the council to distinguish between managed and unmanaged devices:
- **Unmanaged Devices** are typically personally owned and are not under the configuration control or management of the council's IT service ("unmanaged" BYOD).

- **Managed Devices** are typically council owned (e.g. VPN Laptops) and are therefore under the configuration control and management of the council. However this group can also include personally owned devices if they are subject to the same strict controls i.e. if a user allows the council to manage their personal device for work purposes (“managed” BYOD);

2.5 Recently IT Services procured and implemented a PSN compliant BYOD enabling solution - BES10/12 (Blackberry Enterprise Server). BES allows IT Services to manage corporately owned devices and to enable the secure transfer of data to personal Blackberry, Android and Apple devices including the ability to undertake remote installs, configuration changes and the ability to wipe content remotely. Essentially this technology provides PSN compliance for personal device use for work purposes i.e. they are “Managed”

2.6 Due to the challenge of optimising BYOD benefits with strict PSN compliance requirements, IT Services commissioned its partner MASS, recognised IT security specialists, to review exiting policies and practices in the context of these national issues and help devise a way forward that would maximise benefits but provide necessary security assurances.

2.7 MASS have recommended:

- *The current implementation of BES 10 allows secure PSN compliant access to email and filtered internet. To maximise the return on this investment NLC should consider offering low risk users the option of giving up their NLC provided mobile device in favour of using their own device. The table below shows what savings would be achieved for a given take-up:*

| % Take Up | Saving (Yr 1) | Saving (Yr 2-) |
|-----------|---------------|----------------|
| 5% | £9,378 | £3,132 |
| 10% | £18,756 | £6,264 |
| 15% | £28,900 | £9,492 |

- *Whilst the above savings would be achieved with no additional capital investment, NLC should investigate whether further investment in BYOD (to deliver corporate applications) will unlock more savings. Extending the functionality offered to BYOD users will change the risk profile. Formal risk management should be conducted to identify and quantify the risks. Where possible it should include any mitigations and associated costs.*

2.8 IT Services are currently working with Human Resources to look at the possibility of expanding the existing employee benefits package to include a salary sacrifice scheme for Computer and Mobile Phones as an enabler of BYOD, should this initiative move forward additional savings may be possible.

2.9 A revised Digital Technology Policy has been approved; this includes provisions for BYOD and employees using their own personal devices.

3. OPTIONS FOR CONSIDERATION

3.1 Option 1: Implement a Managed BYOD strategy for low-risk users to achieve the identified financial and non financial benefits.

3.2 Option 2: Do not implement a BYOD strategy.

4. ANALYSIS OF OPTIONS

4.1 An options appraisal has been completed and included within MASS' BYOD report.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 There are no additional resources required to BYOD initiatives. Potential cost savings are detailed in paragraph 2.7.

6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

6.1 NA

7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

7.1 The implementation of the Digital Technologies Policy has been considered by the Corporate Consultative Group for Union Consultation and the IT Strategy Board. MASS' BYOD was agreed by the IT Strategy Board. The proposals were supported.

8. RECOMMENDATIONS

8.1 That the council formally adopts a Managed BYOD strategy for low-risk users.

8.2 That further analysis is undertaken to understand the potential benefits and risks of extending the BYOD strategy to wider council applications/systems.

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**Background Papers used in the preparation of this report
– MASS BYOD Report.**