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## CHAPTER 20

# Security and Use of Mobile Information Technology Resources

### PURPOSE:

~~The purpose of this policy is to define~~ This manual chapter defines the accepted practices and responsibilities for the use of mobile information technology resources ~~and utilizing the Department of Transportation's (Department) Mobile Device Manager (MDM) solution. This policy manual chapter~~ defines the overall requirements for ~~requesting, justifying, issuing,~~ securing, and maintaining mobile information technology resources ~~through the Department's MDM solution.~~ Additionally, this ~~policy manual chapter~~ defines the ~~overall requirements~~ process for requesting, justifying, securing, maintaining, and allowing for the use of personally owned mobile information technology resources.

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### AUTHORITY:

~~Sections 20.23(4)(a) and 334.048(3), and 815, Florida Statutes (F.S.)~~  
~~Chapter 815, Florida Statutes (F.S.)~~  
Rule Chapter 71A-1, Florida Administrative Code (F.A.C.)  
~~DOT Security Policy 001-325-060~~ Security and Use of Information Technology Resources, Topic No. 001-325-060

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### REFERENCES:

Chapter 1 of this Manual, Topic No. 325-000-002  
Chapter 11 of this Manual, Topic No. 325-000-002  
Security and Use of Information Technology Resources, Topic No. 001-325-060  
Chapter 119, F.S.

### DEFINITIONS:

~~**Agency-managed device::** A device owned or leased by the agency which ensures the hardware and software used is in compliance with agency standards.~~

~~**Configuration Management:** The detailed recording and updating of information that describes an enterprise's hardware and software. Such information typically includes the versions and updates that have been applied to installed software packages as well as the locations and network addresses of hardware devices.~~

~~**Jail Broken or Rooted:** Also referred to as 'rooted'. To gain privileged control over or access to the operating system of a smart phone, tablet, or information technology resource, usually in order to run modified~~

~~or unauthorized software or to alter system files or settings typically inconsistent with the manufacturer's intent.~~

~~**Mobile Computing Device:** Is any mobile information technology resources that is created using mobile hardware components including but not limited to video recording device, microphone and non-removable data storage which is capable of transmitting data communications including but not limited to Wi-Fi, Cellular networking, Global Positioning System (GPS) and Bluetooth technology.~~

~~**Mobile Device Management (MDM):** is an enterprise level solution which is used to secure and deploy over the air applications, data and configuration settings for all types of mobile computer devices for the agency.~~

~~**Passcode:** is a string of characters used for user authentication to prove identity or access approval to gain access to a resource. Examples of passcodes include: personal identification number (PIN), passphrase, and a password.~~

~~**Password:** A protected string of characters which serves as authentication of a person's identity ("personal password"), which may be used to grant or deny access to private or shared data ("access password").~~

~~**Personally Owned Device:** A device in which is not owned, leased, or maintained by the agency but has been approved to access Florida Department of Transportation (FDOT) technology resources.~~

## 20.1 Mobile Device Management

To ensure the ongoing security, proper configuration, management, and maintenance of the Department's data, information, and information technology resources, the Department's Office of Information Systems (OIS) shall implement and manage a mobile device management (MDM) solution. The implementation of an MDM platform adds an additional layer of security and ensures the ongoing availability, integrity, and confidentiality of the Department's information technology resources.

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9. ~~10.~~ **20.1.13** Members of the Department's workforce, Users shall only send FDOT-Department related emails through the FDOT-Department's email system. If a member of the Department's workforce user suspects FDOT-Department owned data or information has been sent via a personal email account, either within the body of the email or as an attachment, they must notify the Service Desk immediately.

## 20.2 20.1.1 Agency-managed Mobile Computing Devices

20.2.1 New mobile computing devices will be approved and tested by the Office of Information Systems, OIS prior to being used in production.

1. 20.2.2 Testing ~~to shall~~ include but is not limited to: connectivity, protection, authentication, application functionality, solution management (such as centralized management), logging, performance, acceptability of battery life, and possible safety and security concerns.

a. 20.2.3 Mobile Computing Devices will be configured and secured prior to being delivered to and used by end users the members of the Department's workforce. This provides a basic level of trust in the device before it is exposed to threats.

2. 20.2.4 Only approved software and/or hardware as listed in the Department's Software and Hardware Standards Lists may be installed on or connected to FDOT Mobile Computing Devices.

3. 20.2.5 Non-standard Application sources for mobile devices will ~~be~~ must be requested through Information Resource Request (IRR) System and receive appropriate approval prior to use, approved by FDOT (e.g. App stores).

a. Any software or firmware updates must be installed by a member of OIS OIS.

b. 20.2.6 Only applications necessary to perform FDOT-Department business duties are to be placed on assigned mobile computing devices.

c. 20.2.7 Devices will have security patches installed after a short period of testing to ensure compatibility with applications as well a general stability of the

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patch. The Office of Information Systems shall provide notification of available patch releases.

d. **20.2.8** Agency-managed devices as defined in Rule 71A-1.002(7), FAC, shall comply with all device sanitation-sanitization requirements, as specified within Chapter 11 of this Manual.

**20.2.9** Members of the Department's workforce requesting to use Department owned mobile computing devices must receive documented approval within the Automated Access Request Form (AARF) System.

~~4.~~**20.2.10** The use of the Department's mobile computing devices is governed by this Chapter, Security and Use of Information Technology Resources, Topic No. 001-325-060, and the Information Technology Resource User's Manual, Topic No. 325-000-002. ~~(make reference to existing DOT policy)~~

### ~~20.1-220.3~~ **20.3** Personally Owned Mobile Computing Devices

Topic No. 001-325-060 establishes, "Individuals choosing to use personally owned devices to conduct Department business must receive approval and agree to sign and comply with the **Request to Use Personally Owned Computer Mobile Computing Device, Form No. 325-060-020**".

~~20.1-2a~~**20.3.1** Use of personally owned devices is governed by this policy, Security and Use of Information Technology Resources Policy, Topic No. 001-325-060, and Request to Use Personally Owned Computer or Mobile Computing Devices, Form No. 325-060-45.

~~20.1.2b~~ the following provisions apply to any use of personally owned devices which may be used to conduct Department business:

**20.3.2** The Department is not responsible for maintaining, supporting, protecting, replacing or repairing personally owned devices.

**20.3.3** The Department is not responsible for damage to a personally owned device or for any loss of data, damage or liability. This includes any personal data that may be lost as a result of a device wipe.

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1. **20.3.4** The owner of a personally owned device is responsible for ensuring that the device is protected, has anti-virus software installed, enabled, and that the anti-virus software remains updated. The Department is not responsible for providing antivirus software for personally owned devices.

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2. **20.3.5** The owner of a personally owned device is responsible for ensuring that data exchanged with the Department is free from viruses and other forms of malware.

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3. **20.3.6** The owner of a personally owned device is responsible for ensuring that the latest operating system updates are applied, including all applicable security patches.

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4. **20.3.7** The owner of a personally owned device shall ensure that all Department documents or other Department business information stored or maintained on the device, ~~including business related text messages,~~ are copied to a Department system or service to ~~ensure compliance with Chapter 119, Florida Statutes, support compliance of public records laws and FDOT Data Retention Rules.~~

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5. ~~The owner of a personally owned device is responsible for ensuring that any Department documents or other department business information and Department related data is retained in such a manner and stored in such a manner as to satisfy the requirements of Chapter 119, Florida Statutes.~~

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6. **20.3.8** The owner of a personally owned device shall not send, transmit, ~~store, or view or store~~ confidential, exempt, or confidential and exempt information on ~~the a~~ personally owned device.

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7. **20.3.9** All data transmitted from a personally owned device while connected to the Department's network and systems must only be for business purposes and such use is subject to audit and inspection in the event of a department investigation or public records request.

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8.  
**20.3.10**

If a personally owned device that has been used to conduct Department business is lost or stolen, the owner of the personally owned device shall immediately report the incident in accordance with the provisions specified within **Chapter 1 of this Manual.**

9.  
**20.3.11**

~~The Office of Information Systems, OIS,~~ is responsible for using available resources to remote-wipe or physically wipe the personally owned device used for conducting Department business in the event the employee/employer relationship with the device owner is ~~terminated~~ severed, and in the event the device is lost, stolen, or ownership of the device is transferred.

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