Mobile Device Procedure

Effective Date: October 2018
Supersedes: N/A
Last Review: January 2025
Next Review: January 2026

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1.   Purpose & Scope

1.1   This procedure underpins the Mobile Device Policy and is intended to guide users in the efficient procurement, use and security of any mobile device, whether owned by the staff member or provided by the university, for work purposes.

1.2   The Mobile Device Policy and this accompanying procedure apply to all staff, students, researchers and affiliates using mobile devices to access KCL systems and data.

2.   Procedure

2.1   Mobile Phones

Models & Availability

2.1.1   The university will set the standard model for the mobile phones it provides to staff members.

2.1.2   Applications to be provided with a mobile phone must be approved by the Head of Department or equivalent and should only be made if there is a legitimate business requirement.

2.1.3   If a staff member requires a higher specification phone for legitimate business purposes, this must be approved by the Head of Department or equivalent.

2.1.4   In all cases, the cost of the mobile device is chargeable to the requesting department.

Applying for a university issued Mobile Device

2.1.5   All applications for a university issued mobile device must follow the advice and guidance as outlined in https://internal.kcl.ac.uk/it/equip/telephone/vodafone-corporate, any questions in this regard should be sent to 88888@kcl.ac.uk

Deleting Information Securely

2.1.6   For information on how to delete information securely, consult the Mobile Phone Disposal User Guide

2.2   Tablets

2.2.1   iPads and other tablets are not classed as standard equipment and must be requested through the Non-Standard equipment order form. Owners of non-standard equipment are solely responsible for the secure deletion of all KCL data from the device before it is retired or repurposed.

2.3   Laptops

2.3.1   Dell is the approved supplier of Windows desktops and laptops at King's and Academia are our sole supplier for Apple Macs and iPads. Select the link to view a list of [Standard IT Hardware available](#)

2.3.2   As all devices are available in different specifications, a ticket should be [raised through the IT Service Desk](#) to discuss the details of the build of any device with End User Services.

2.3.4   It is possible to procure Macs via King's IT, please use the ["Standard Apple Mac Equipment Order Form"](#) to make your request. Please note that all Mac devices ordered through the university will come with the King's IT Standard Operating Environment (SOE) pre-loaded.

2.3.5   All non-Managed devices used for work purposes must be registered with [Intune](#) in order to access King's networks and data, in order to comply with Cyber Essentials.

2.4   Loss or Theft of Mobile Device

2.4.1   If a university-owned device or a personally-owned device containing university data (including a university email account) is lost or stolen, please refer to the [Data Loss Assessment and Reporting Procedure](#) and make a formal notification as quickly as possible via the reporting form.

2.5   Disposal or Transfer of Mobile Devices

2.5.1   Personal or commercially sensitive data belonging to or managed by the university must be permanently removed from a mobile device before it is disposed of or transferred to another user. This must be done in such a manner that the information cannot be recovered by any subsequent user of the device. Deleting files and/or reformatting a device is insufficient to prevent recovery of data.

2.5.2   This requirement is equally applicable to university-owned and personally-owned devices. Members of staff who dispose of a personal mobile device which has been used for university business must do so with the same care and attention to prevent access to university managed data as for university-owned devices.

2.5.3   Disposal of mobile devices must be done in a legally and contractually compliant manner. Select the link below for information.
[Electric & Electronic Equipment Waste Recycling](#)

Appendix A - Change log

Version	Date	Name	Role	Changes made
1.2	24/04/23	Lauren Middlemist	IT Assurance Apprentice	Change control log added as Appendix A.
1.3	20/12/23	Jim Hall	IT Assurance Officer	Interim Review
2.0	22/10/2024	Kirsty Lynch	Senior IT Assurance Officer	Replaced broken link in 2.1.5, updated wording to include Academia in 2.3.1, added 2.3.5.

2.1	25/01/2025	Kirsty Lynch	Senior IT Assurance Officer	Interim Review