Arizona Judicial Branch

AJIN BYOD and Exchange e-Mail Policy

I. Definitions:

"AJIN" means the Arizona Judicial Information Network connecting the courts of the state.

"BYOD" means the practice of allowing employees to connect their privately owned smart phones and mobile devices to various work-related computing applications and data.

"Employee Owned" or "Privately Owned," as used in this policy, includes any smart phone or mobile device provided to a court employee by the local court, city, or county.

"Internet" means the global network connecting millions of computers and includes, but is not limited to, access to the World Wide Web.

"Smart Device" or "Mobile Device" means a personal electronic device that can operate autonomously, such as Apple iPhone, iPad, Androids, etc., used to communicate across the network.

"OWA" means Microsoft's Outlook Web Access used as a webmail service of Microsoft Exchange Server to access e-mail, calendars, contacts, tasks, documents and other mailbox content.

"ActiveSync" means the protocol used by Microsoft for the synchronization of e-mail, contacts, calendar, tasks and notes from its Exchange messaging service to a smart phone or other mobile device.

"Services Wireless Network" means the wireless network that provides registered employees managed access to the Internet, Intranet, and Exchange mail services along with limited access to Court applications and electronic services through a

Citrix gateway. This network provides support for BYOD within the guidelines specified below.

II. Purpose:

This policy applies to all court employees who use smart phones and mobile devices to access the Arizona Courts' Exchange Statewide e-Mail System. This policy establishes criteria governing the authorized use of personal devices (BYOD) to access Exchange e-mail via OWA web services or ActiveSync direct services.

III. Policy Background:

As the continued demand for mobility in computing devices grows, and in support of the use of electronic communications within the court and justice community, the Administrative Office of the Courts (AOC) provides two distinct means to access Exchange statewide e-mail services via BYOD. OWA provides an internet browser interface for users to view and send e-mail through the Courts' Exchange Web Services offering. ActiveSync services enable synchronization of a mobile device's e-mail client directly with Exchange using the service provider's network or the AOC Services Wireless Network.

IV. Usage:

- All usage of the BYOD infrastructure is governed by Arizona Code of Judicial Administration Section 1-503: Electronic Communications.
- Storage of business-related records on smart phones and mobile devices is subject to audit, public disclosure, and records retention policies provided in ACJA 1-503(D)(4) and (5).
- All smart devices and mobile devices used to gain direct access to internal applications and data other than Exchange/Outlook shall do so only by means of a Citrix application interface, provided on the Services Wireless network. See the Supreme Court BYOD and Wireless Network Policy.

V. Employee Owned Devices:

Since employee-owned smart devices and mobile devices are not managed by AOC ITD, any support need or issue related to the device shall be the sole responsibility of the device owner. Specifically, the employee shall be responsible for:

- Settling any service or billing disputes with the carrier.
- Purchasing any required software not provided by the manufacturer or wireless carrier.
- Registering device with the vendor and/or service provider.
- Maintaining any necessary warranty information.

- Replacing battery due to failure or inability to hold a charge.
- Backing up all data, settings, media, and applications.
- Installing all software updates/patches.

VI. BYOD ActiveSync Registration Requirement

To place a smart device or mobile device into the ActiveSync services, the employee shall contact AOC ITD Support Services for activation instructions and agree to:

- The terms of this BYOD and Exchange e-Mail Policy.
- Device reset and data deletion rules listed below.
- Installation of a Mobile Device Management (MDM) solution provided by AOC ITD on the device.
- Report the loss or theft of the device, within 24 hours, to ITD Support Services. The employee-owned device may then be reset back to the manufacturer's factory default settings (wiped).
- Notify ITD Support Services, within 24 hours, when a mobile device is no longer in service or the employee no longer wishes to use ActiveSync services. The employee-owned device will then be reset back to the manufacturers' factory default settings (wiped).

VII. Security Requirements:

- In order to prevent unauthorized access, mobile devices used to access Exchange e-mail services via the ActiveSync service will be required to conform to minimum security standards. Devices that are not able to conform to the minimum standards will not gain access.
- Removal of security controls required for access is prohibited.
- Devices shall be protected by a password or PIN of at least four characters in length.
- The device shall lock itself with a password/PIN required for re-entry when idle for 5 minutes.
- Devices will automatically be reset to manufacturer's default settings (wiped) after 15 failed attempts to enter in an employee's password or PIN number.
- An employee-owned device will be remotely returned to the manufacturer's default settings (wiped) when 1) the device is lost, stolen, or no longer being used by the employee; 2) the employee's employment is terminated; or 3) ITD detects a data or policy breach, a virus, or a similar threat to the security of the Court's data and/or technology infrastructure.
- The user shall keep the device operating system software at the manufacturer's current release level.

- The user shall not copy or back up sensitive data from e-mail, calendar, or contact applications to unregistered, personally owned devices, to another Internet Service Provider or e-mail provider, to any cloud based service, or to a storage location outside AJIN. Any employee copying sensitive data from AJIN shall comply with the provisions in Administrative Order 2008-68.

VIII. OWA Web Services Provisions

- Uses a standard browser on an Internet-connected device utilizing https: protocol.
- Requires no device registration or minimum security settings.
- Requires domain UserID and password to access Exchange e-mail.
- User shall have one or more physical computing devices that reside on the courts domain.
- Saving of any attachments onto the mobile device is prohibited.

IX. Terms and Conditions:

The AOC grants courts' employees the privilege of utilizing smart devices and mobile devices of their choosing at work for their convenience. The AOC reserves the right to take disciplinary actions whenever a user does not abide by the BYOD and Exchange Policy and its related procedures.

This policy is intended to protect the security, privacy, and integrity of the courts' data and technology infrastructure.

I acknowledge, understand, and will comply with the above referenced policy and rules of behavior, as applicable to my use of the Exchange e-Mail Service and my BYOD usage. I further understand that the AOC is not responsible for any loss or theft of, damage to, or failure in the device that may result from use of the device in this program.

Security Lock Type (if other than password/PIN): _____

Employee Signature: _____

Printed Name: _____

Date: _____

Authorizing Signature: _____

Title: _____

Date: _____