

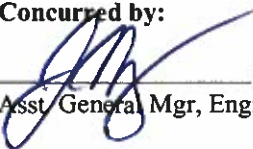
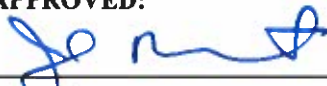


<p align="center">GUAM POWER AUTHORITY STANDARD OPERATING PROCEDURE</p>	<p>Prepared & Amended by:  / <u>Rudy C. Manibusan</u> Computer Technician Supervisor</p>
<p>TITLE: LAPTOP AND MOBILE DEVICES</p>	<p>Reviewed by:  / <u>Melvyn K. Kwek, CISA, GICSP</u> Chief Information Technology Officer</p> <p>Concurred by:  <u>2/11/2020</u> <u>John J. Cruz, P.E., CEA, CEM, MBA</u> Asst. General Mgr, Engineering & Technical Services</p>
<p>NO: SOP- <u>167</u></p> <p>Page 1 of 6</p>	<p>APPROVED:  <u>2/13/2020</u> <u>John M. Benavente, P.E.</u> General Manager</p> <p>Dated:</p>

1.0 PURPOSE OVERVIEW

This procedure serves as the Guam Power Authority's (GPA, Authority) guidelines over the issuance and use of GPA provided laptops or mobile devices used for official purposes. It outlines the standards, requirements, and restrictions for users who are issued these mobile devices. This guideline applies to, but is not limited to, all laptops and mobile devices and accompanying medias: laptop or notebook; iPad or Tablets; PDA; Smart Phones; and External Storage Media.

Mobile devices provide the convenience of portability but are very vulnerable to physical damage or theft. Adverse impacts for such vulnerabilities include the replacement value of the hardware and the value of organizational data stored in them. This procedure intends to minimize GPA's exposure to information security risk, and improve the safeguarding of the Authority's assets.

2.0 SCOPE & APPLICABILITY

This procedure applies to all Authority employees (full time and temporary), contractors, sub-contractors, interns, vendors, and Consolidated Commission on Utilities Board members who were issued GPA owned laptops or mobile devices.

This guideline is complementary to other pertinent implemented policies and procedures pertaining to information technology data access, data storage, data movement, and connectivity of devices to any element of GPA's network.

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3.0 **DEFINITIONS**

- 3.1 *Users or employees* – All GPA employees, (full-time, part-time, temporary and Internships programs), and Consolidated Commission Utilities Board members.
- 3.2 *Remote Access* – User access from outside GPA Local Area Network (LAN) or Wide Area Network (WAN) connectivity.
- 3.3 *Mobile Devices* – Includes laptops/notebooks; iPads/tablets, and PDA (Personal Digital Assistant), Data Collection Terminals, Industrial Handheld Computers, VoIP Devices, Smart Phones, external storage medias, and or any IP based devices.
- 3.4 *Confidential/Sensitive Information (Data)* – Information that must be secured and protected from unauthorized access to safeguard the privacy or security of an individual and/or the Authority.

4.0 **ROLES & RESPONSIBILITIES**

- 4.1 It is imperative that any mobile device that is used to conduct GPA business be utilized appropriately, responsibly, and ethically. Failure to do so will result in immediate disconnect or surrender of the device, and suspension of that user's account. Progressive disciplinary action may also be taken. In severe or deliberate instances, the IT Department will move to terminate all access of the the abusing parties to the GPA network upon the recommendation of the Chief Information Technology Officer (CITO) and Assistant General Manager Engineering & Technical Services (AGMETS) and approval of the General Manager.
- 4.2 All authorized users are responsible for complying with this guideline, protecting information resources in their possession, and to immediately report unauthorized or suspicious activities.
- 4.3 Users who have been authorized and issued laptop and/or mobile devices for the purposes of their job roles are responsible for the secure use of the devices as required by this guideline and other pertinent policies and procedures. Extra Care of the issued device shall be taken to prevent loss and/or damage.
- 4.4 The GPA IT Chief Information Technology Officer (CITO) or designee has the overall responsibility for the confidentiality, integrity, and availability for all GPA's Information Technology computing and mobile device and resources. The IT Division will be responsible for the review and update of this policy annually, to ensure compliance with the law, standards, operational functions, contractual obligations, and regulatory requirements.

5.0 PROCEDURES FOR LAPTOP AND MOBILE DEVICE ISSUANCE

- 5.1 GPA employees will be provided GPA-owned device is essential to their job role, productivity, and function.
- 5.2 Mobile devices will be issued by the IT Division, subject to the discretion of the division management, based on the nature of the employee's job roles and criticality of an employee's availability outside of working hours.
- 5.3 Laptop and/or mobile device issuance will be documented via the ***GPA Laptop/Mobile Device Issuance and Use Agreement*** Form, as attached in this procedure.
- 5.4 All mobile devices will be staged, configured, registered, and issued by the IT Division prior to being issued to an authorized end user. The IT Division will maintain a list of approved users with mobile devices, and software applications installed.
- 5.5 When an employee terminates employment with the Authority, the employee shall return all issued equipment to the IT Division prior to the employee separation document being signed off by the IT Division.

6.0 USERS SECURITY STANDARDS

Users must ensure that the laptop and/or mobile devices are used for official purposes only and not for generating, transmitting, or corresponding any content that is contrary to the Laws of Guam, U.S. Laws, Regulatory Compliance and GPA policies. All users of mobile devices must employ reasonable physical security measures. Users are also responsible for the security of the laptop/device at all times.

- 6.1 Physical Security and Theft Prevention
 - a) Users of the issued laptops or mobile devices are responsible for the safeguard and security of the device, regardless of whether they are used in the office or in possession outside normal business hours, or during official authorized travel.
 - b) Never leave the laptop/device unattended. For added security, the end users may request a Laptop security cable from the IT Division.
 - c) Users are required to immediately report any security incidents (such as virus infections) to the IT Division for immediate and appropriate action.
 - d) In the event of a lost or stolen mobile device, users must immediately report it to the CITO or designee. The authorized user of the lost mobile device must provide a detailed report of the incident with as much information as possible, to include, type of data stored and used in the device, to the IT Division, Attn: CITO and to the Safety Division, Attn:

Safety Administrator. The details of the incident and type of data lost, GPA IT and Safety Divisions can respond appropriately. Additionally, end user must also report to the Guam Police Department the lost item and provide GPA with the police report and case number for file.

- e) Any mobile device found by employees must be immediately turned to the IT Division.

6.2 Software Download Controls. Unauthorized software could introduce security risks and vulnerabilities into GPA's devices and network infrastructure. In this regard, authorized users must comply with the following:

- a) All software that is required must be requested by the Division Manager for approval and sent to the IT Division for review and approval, in compliance with the Authority's *Information Technology Asset Procurement Guidelines and Disposal* procedure (SOP-099).
- b) Users are prohibited from downloading or installing unauthorized programs and software in their assigned laptop, mobile devices and or external storage medias.
- c) Users are not to disable or make modifications of any kind or install hardware into their issued laptop or mobile device.

6.3 Data Security Controls. Laptop and mobile device users are expected to ensure the security of the data within their devices. In this regard, authorized users are to comply with the following:

- a) The Authority prohibits personal devices from being connected into GPA's computing devices and or network infrastructure. Users must also comply with GPA's *Network and Data System Access* procedure pursuant to SOP-150.
- b) Laptops and/or mobile devices shall not be connected to the Internet unless a suitable firewall package has been installed.
- c) GPA issued mobile devices shall be used by authorized users only. Such devices are not to be loaned or be used by others such as family or friends.
- d) Users issued mobile devices will, without exception, use secure data management procedures. All mobile devices must be protected by a strong password and comply with GPA's *Password Creation and Protection Policy* pursuant to SOP-163.
- e) Users are personally accountable for all network and systems access under their assigned user ID. Never share it with anyone.

- f) Avoid leaving your mobile device unattended and logged-on. Always shut down, log off or activate a password-protected screensaver before walking away from the equipment.
 - g) Immediately report any security incidents (such as virus infections) promptly to the IT Division in order to minimize the damage.
 - h) Respond immediately to any virus warning message on your mobile device, or if you suspect a virus (e.g. by unusual file activity) by contacting the IT Division. Do not forward any files or upload data onto the network if you suspect your device might be infected.
- 6.4 Users are required to comply with the laws, policies, and procedures pertinent to the use of laptop or mobile device and information, e.g., license, copyright, access, privacy laws, etc.

7.0 ENFORCEMENT & COMPLIANCE

Where guidance or interpretation of this procedure is needed, employees/users are advised to discuss the situation with their immediate supervisor, manager or IT officials for proper guidance and direction. The IT Division enforces this policy and the related operations standards at all times.

Anyone who has reason to suspect a deliberate and/or willful violation of this standard operating procedure and policy must promptly report it to their immediate supervisor, manager, CITO, or the Internal Audit Office. Users found in willful violation of this policy may be subject to progressive disciplinary, which can range from a verbal warning to dismissal, as outlined in GPA's Code of Conduct. User may be held responsible for the costs for repair and/or device replacement. It may also result in the suspension of any or all technology use and connectivity privileges. The severity and/or adverse effect(s) of the infraction(s) on GPA's operation and security will be considered. Policy violations will be assessed and action taken to remediate the violation accordingly.

ATTACHMENT: Laptop/Mobile Device Issuance and Use Agreement Form**GUAM POWER AUTHORITY**

ATURIDÁT ILEKTRESEDÁT GUAHAN
P.O. BOX 2977 • AGANA, GUAM U.S.A. 96932-2977

IT LTP/MD 1.0

Laptop/Mobile Device Issuance and Use of Agreement Form

Please read and complete the following request and return to GPA IT Division for processing or you may email soft copy to gpa.helpdesk@gpawgo.com

Section 1: Employee Information

EMPLOYEE FULL NAME: (First name, Middle Initial Last Name)	
EMPLOYEE POSITION TITLE:	
DIVISION/SECTION:	
DATE ISSUED:	DATE RETURNED:

Section 2: Description of Issued Equipment/Hardware

DEVICE MODEL/TYPE NUMBER:	MADE BY:
DEVICE SERIAL NUMBER:	GPA TAG NUMBER:
AC ADAPTOR SERIAL NUMBER with AC CORD:	BATTERY SERIAL NUMBER:
EXTERNAL DRIVE: / / Hard Drive / / SSD Drive Size: _____ Serial Number: _____	/ / THUMB/FLASH DRIVE Size: _____ Serial Number: _____
/ / CARRY BAG	/ / USB / / BLUETOOTH MOUSE
/ / USB KYBD / / BLUETOOTH KYBD	/ / EXTERNAL SPEAKERS
/ / USB MEDIA CARD READER	/ / SIM CARD CARRIER: _____

I have read and I understand the Guam Power Authority's Mobile Device Acceptable Use Policy. I do acknowledge the mobile device and accessories provided to me are the property of Guam Power Authority (GPA). I will adhere to all GPA's Authority Policy (AP) and Standard Operating Procedures (SOP) as they apply. In addition, all data contained and produced in this device are also the property of GPA. This mobile device and accessories I am accepting are provided to me as a tool to facilitate my job and responsibilities while in the office, traveling or at home. I accept full responsibility and will take reasonable care against damage, loss or theft while in my possession. I also understand I may be held responsible for the cost for the repair and/or replacement of the above.

GPA IT reserves the right to inspect and monitor the computer devices under the direction of the CITO any time for legitimate GPA purposes to assure compliance with GPA AP and SOPs as they apply. I understand and agree that should I breach any part of this agreement, it may result in the restriction or termination of use or with further disciplinary actions to include termination of employment and/or appropriate legal actions may be taken.

Requestor's Signature: _____

Date: _____

Issued by: _____

Date: _____

Employee
IT File

Form Date: 17-Sep-19

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