



Department
for Environment
Food & Rural Affairs

helpline@defra.gsi.gov.uk
www.defra.gov.uk

By Email

Your ref:
Our ref: RFI 5656
Date: 26th July 2013

Dear [REDACTED]

REQUEST FOR INFORMATION: Misplaced Mobile Phone Devices

Thank you for your request for information about misplaced mobile phone devices, which we received on 17th July 2013. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

I have responded below to each of your questions:

1. How many mobile devices have been misplaced by your department in the past five years?
 - 107
2. How many of the devices misplaced were smartphones?
 - 32
3. How many of the devices misplaced were tablet devices?
 - We have not lost any tablet devices
4. By how much has this number increased or decreased?
 - Comparing 2011 with 2012 (the last two complete years of data) the number decreased by 5.
5. What do you see as the biggest cause behind misplaced smartphones?
 - The majority of misplaced smartphones are lost while staff are travelling – either in transit or at hotels/meeting venues
6. Does the department operate a BYOD (bring your own device) policy?
 - No the Department does not operate a BOYD policy
7. If so, how does the department secure smartphones?



- The Department does not operate a BOYD policy
8. If not, does the department intend to integrate BYOD into normal working practices?
- There are no plans to introduce a BOYD policy
9. How does the department combat and manage misplaced smartphones?
- The Department provides Blackberry smartphones which are encrypted and can be wiped remotely.
10. How do you think your department can better manage misplaced smartphones?
- All losses of equipment are reported. Security is taken very seriously and security information is regularly issued to all staff. Losses are reviewed to determine the cause and warnings to staff are tailored to reflect any identified trends. Losses have reduced in recent years.
11. Do misplaced smartphones cost the department money?
- If a smartphone requires replacement then there is a cost for this replacement.
12. If so, how can this cost be reduced?
- The Department regularly provides advice and guidance to staff on the need to look after mobile equipment and to minimise potential security threats. It constantly seeks to identify a range of methods to promote this message and ensure it retains high profile.

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours

Julie Knapton

Email js.communications@defra.gsi.gov.uk

Annex A

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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: requestforinfo@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF