

Top Mobile Communications Risks and Concerns for Government Organizations

Employees and citizens are using mobile devices to communicate in new and innovative ways that can really benefit your government organization. However, with this communication comes new risks that can damage personal reputations and cast your public sector organization in a negative light.

Some Risks of Mobile Device

Use Include:

- + Sexual harassment
- + Financial loss
- + Data leakage
- + Discrimination
- + Loss of productivity
- + Potential litigation



Regulations

The Public Sector has become highly regulated. State, provincial, federal, and local government agencies have been forced to not only be aware of regulations, but to also be in full compliance with them. Some of the important regulations and guidelines for archiving and retaining electronic communication are listed below. Compliance with these regulations will help your organization avoid fines, sanctions, and other penalties, as well as avoiding the risks involved with email, mobile, and social media misuse.

Federal Government

- **U.S.C. § 552, As Amended by Public Law No. 104-231, 110 Stat. 3048 (The Freedom of Information Act):**

Government agencies shall make available copies of all records, regardless of form or format. Unlike other regulations, the law does not specify how long organizations must retain their mobile messages. But IT departments must adhere to the information request within 10 days receipt.

- **Federal Information Security Management Act (FISMA):**

Requires federal agencies to document and implement an agency-wide program to provide information security for the systems that support the operations and assets of the agency.

- **44 USC Chapter 35 (Coordination of Federal Information Policy):** The Director of the Office of Management and Budget shall "oversee the application of records management policies, principles, standards, and guidelines, including requirements for archiving information maintained in electronic format, in the planning and design of information systems."

State and Local Government

- **California Public Records Act (California Government Code Section 6250-6270)** imposes a requirement on California's state government to provide public records.
- **Florida 119.01 and Title XIX Chapter 286** provides that all state, county, and municipal

Connect with Us



records are open for personal inspection and copying by any person.

- **Louisiana Title 44 Chapter 1 Part 1 (Louisiana Sunshine Law):** "All books, records, writings, accounts, letters, and letter books, maps, drawings, photographs, cards, tapes, recordings, memoranda and papers...are 'public records'"
- **Massachusetts SPR Bulletin No. 1-99** states that all email created or received by an employee of a government unit is a public record
- **Missouri Public Records 610.010, 610.023, 610.024, 610.026:** Most emails are public record
- **Ohio Public Records Act (Ohio Revised Code 149.43):** Virtually every type of record created by a government entity in the state, including those of alternative schools, is a public record.
- **Oregon Public Records Law:** "Every person has a right to inspect any public record of a public body in this state, except as otherwise expressly provided."
- **Washington Public Records Act:** "Each agency, in accordance with published rules, shall make available for public inspection and copying all public records, unless the record falls within...specific exemptions..."
- **Wisconsin Public Records Law:** "Except as otherwise provided by law, any requester has a right to inspect any record."

OpenText Mobile Archiving

OpenText™ archives SMS/MMS, BBM Enterprise and phone call logs for Android and BBM,

BBM Enterprise, PIN, SMS/MMS, and phone call logs for BlackBerry. Additionally, OpenText™ Retain archives all encrypted SMS/Text messages and dedicated business phone number data for iOS and Android, via integration with CellTrust and TeleMessage. This means there is no need to tether or sync the device and archiving is done in real time. Retain is the only enterprise-ready archiving solution for iOS, Android, and BlackBerry devices.

OpenText features carrier level archiving of text messages. This gives you oversight on mobile communication data for your iOS, Android and other mobile devices on the mobile carrier network. This solution is ideal for environments with corporate-owned devices, BYOD, or a hybrid environment of both.

With this mobile archiving functionality, you don't lose valuable information, your organization stays compliant and your sensitive data stays securely within your organization.

OpenText offers mobile communication archiving for its Retain archiving solution.

Retain Unified Archiving: Retain provides unified archiving of all business communication, including multi-platform email, social media, and mobile communication for data management, oversight, and compliance. Retain includes built-in eDiscovery and search tools, easy archive access to end users and administrators and it can be deployed on premise or in the cloud.

Learn more at www.opentext.com