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Mobile Communications and Records and Information Management

A Technical Report prepared by ARMA International and registered with ANSI August 2012

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FOREWORD

Publication of this Technical Report that has been registered with ANSI has been approved by ARMA International. This document is registered as a Technical Report according to the *Procedures for the Registration of Technical Reports* with ANSI. This document is not an American National Standard and the material contained herein is not normative in nature.

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Rationale

This technical report may complement the ARMA International Generally Accepted Recordkeeping Principles® (GAR Principles) and ISO 15489, *Information and documentation – Records management – Part 1: General,* as well as various documents created by ISO/IEC JTC1, Information Technology, SC27, Security Techniques. ISO TC46, Information and Documentation, SC11, Archives/Records Management has a liaison relationship with ISO/IEC JTC1/SC27.

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▶ 1 Introduction

1.1 Scope

This technical report provides advice for the use of mobile communications technologies in the organizational setting. Hardware (devices) such as cell phones, smartphones, and tablets, as well as software applications residing in the cloud on an organization's network or on a device, have added to the complexity of information governance implementation.

This publication focuses on the organization level and includes topics such as: audit, security techniques, training, and the importance of collaborating with information technology (IT) professionals and other stakeholders.

This technical report does not include information unique to e-commerce activities or consumers/private individuals; it is not industry- or sector-specific.

1.2 Purpose

In general, this technical report has been created for use by a variety of organizations—government, enterprise, non-profit, and not-for-profit. It is intended to heighten awareness of information-related issues pertaining to the use of mobile communications technologies. It offers effective "how-to" recommendations for incorporation into an organization's information governance policy, including advice for creating or updating existing policies related to mobile communications technology.

Specifically, this publication is geared towards records and information management practitioners and educators, archivists, and personnel employed in legal and IT-related positions.

▶ 2 Definitions

Readers are encouraged to consult the *ARMA International Glossary of Records and Information Management Terms, 3rd edition,* for terms mentioned in this technical report. A select subset of terms related to mobile communications and not included in the aforementioned glossary is defined below.

access point – A device that connects a computer to a network via a wired or wireless connection. (Source: *Newton's Telecom Dictionary*)

application agnostic – In a telecommunications context, the implication that a service (or network or application) is indiscriminate and can run on or work with a variety of other applications, networks, and/or services. (Source: *Newton's Telecom Dictionary*)

Bluetooth® – Low-power wireless networking technology operating in the 2.4 GHz unlicensed Industrial, Scientific and Medical (ISM) band. There are two classes of Bluetooth device: Class 1 devices have higher output power and a range of about 100 meters, and Class 2 devices have lower power and a range of about 10 meters. Bluetooth enables ad hoc networking of up to eight devices (supporting voice and data). (Source: *Gartner IT Glossary,* www.gartner.com/it-glossary/bluetooth/)

near field communications (NFC) – Emerging short-range networking technique designed to provide a means of conducting secure transactions for consumer applications. NFC enables a combination of RFID [radio frequency identification] and connectivity-enabling devices to read tags and conduct transactions, and operates over a range of 10 centimeters, or about 4 inches. NFC is unique among short-range wireless technologies in that it uses magnetic induction rather than electromagnetic waves. (Source: *Gartner IT Glossary,* www.gartner.com/it-glossary/near-field-communication-nfc/)

operating system (OS) – An OS is software that, after being loaded into the computer by an initial boot program, manages a computer's resources, controlling the flow of information into and from a main processor. OSs perform complex tasks, such as memory management, control of displays and other input/output peripheral devices, networking and file management, and other resource allocation functions between software and system components. The OS provides the foundation on which applications, middleware and other infrastructure components function. (Source: *Gartner IT Glossary,* www.gartner.com/it-glossary/os-operating-system/)

phishing – An Internet e-mail scam through which bogus Internet sites appear to be legitimate business sites and serve as opportunities for users to unknowingly divulge confidential information at their peril. (Source: *Newton's Telecom Dictionary*)

PIN-to-PIN messaging – A type of data transmission whereby internal servers are bypassed and device addresses, rather than e-mail addresses, are utilized; also known as peer-to-peer messaging.

sandboxing – An isolated environment within a computer that allows for testing or running software while preventing the application or its data from affecting the production system. Used as a security mechanism to protect an unknown or untested program from compromising the rest of a computer system.

social engineering attack – The act of gaining privileged information about a computer system, such as a password, by engaging in communications that employ skillful trickery or persuasion. (Source: *Newton's Telecom Dictionary*)