



WARRNAMBOOL
CITY COUNCIL

Councillors IT Equipment - Conditions of Use Policy

POLICY TYPE: COUNCIL

APPROVAL DATE: 6 JULY 2015

REVIEW DATE: JULY 2018

DOCUMENT CONTROL

Document Title:	<i>Councillors IT Equipment – Conditions of Use Policy</i>
Policy Type:	<i>Council</i>
Responsible Branch:	<i>Chief Executive's office</i>
Responsible Officer:	<i>Manager Governance Projects & Risk</i>
Document Status:	<i>ADOPTED</i>
Adopted By:	<i>Council</i>
Adopted Date:	<i>6 JULY 2015</i>
Review Date:	<i>JULY 2018</i>

TABLE OF CONTENTS

1. INTRODUCTION	4
1.1 Purpose	4
1.2 Scope	4
1.4 References	4
2. POLICY STATEMENT	4
3. IT RESOURCES PROVIDED BY COUNCIL	4
4. CONFIDENTIAL INFORMATION	5
5. FREEDOM OF INFORMATION AND INFORMATION PRIVACY	5
6. PUBLIC RELATIONS	5
7. SECURITY & MONITORING	5
8. PURCHASING	6
9. BILLING AND CHARGING	6
10. LOST, STOLEN OR MISPLACED TABLET / IPAD/ SMART PHONE	6
11. USE OF MOBILE/SMART PHONES WHILST DRIVING	6
12. CARE OF LAPTOP/TABLET/IPADS/SMART PHONE	7
13. GENERAL USAGE CONDITIONS	7
14. ACCOUNTABILITY PROCESS	8
15. GOVERNANCE	8
15.1 Owner	8
15.2 Review.....	8
15.3 Charter of Human Rights Compliance.....	8

1. INTRODUCTION

1.1 Purpose

Tablets/Laptops, iPads and Smart Phones are assigned to Warrnambool City Councillors, whose need for effective and efficient communications is essential in the conduct of the Council business.

This Policy sets out the conditions under which Council information technology and telecommunications resources are provided to Councillors.

1.2 Scope

This policy applies to elected Councillors of Warrnambool City Council.

This Policy is not intended to prescribe for every possible situation that may arise. Should a situation arise that is not adequately covered by this policy, the matter will be referred to the Chief Executive and if required to Council for determination by resolution.

1.4 References

Council Related Policies	<ul style="list-style-type: none">• Provision of Resources & Support for Councillors Policy• Councillors Code of Conduct• Caretaker (Elections) Policy• Media Policy
---------------------------------	---

2. POLICY STATEMENT

This Policy defines the boundaries for the “acceptable use” of Council provided tablets, laptops, iPads & mobile/smart phones.

3. IT RESOURCES PROVIDED BY COUNCIL

- 3.1 All laptops, tablets, iPads, mobile/smart phones and service numbers/addresses are the property of Council.
- 3.2 All laptops, tablets, iPads, mobile/smart phones and service numbers/addresses must be used in compliance with applicable licenses, notices, contracts and agreements.
- 3.3 Council provided internet and email privileges, like telephones, computer systems and networks, are considered corporate resources and are provided for work purposes only.
- 3.4 Councillors will be issued with a Warrnambool City Council (WCC) email address. Due to the business email security requirements this will not be forwarded to a personal email account for ease of use.

- 3.5 The WCC email will be linked to the Council electronic Mail & Calendar to allow for diary management by the Chief Executive's office.
- 3.6 Council email accounts, internet access and web pages should not be used for anything other than Council communications.
- 3.8 Any document received over the internet and email is considered corporate information for which the Council is responsible. All corporate information must be appropriately registered through the Council's central records system.
- 3.9 Council provided IT equipment and resources including email accounts, internet access and web pages must not be used for electioneering purposes. *For information see Council's Caretaker (Elections) Policy*

4. CONFIDENTIAL INFORMATION

The confidentiality of correspondence via email is not guaranteed. Confidential emails should be sent with encryption OR by traditional methods, not electronically.

5. FREEDOM OF INFORMATION AND INFORMATION PRIVACY

- 5.1 Freedom of Information, Privacy and Data Security legislation applies to all documents flowing through the organisation. This includes electronic documents received and produced through the internet and email.
- 5.2 To maintain the original integrity of documents, no personal comments should be added or alterations made to the original document. Comments may be recorded on a separate memo, file note, or electronic copy, which can be separate from the original document.

6. PUBLIC RELATIONS

All communications produced by Councillors contribute to the community's perception of Council's image. This includes internet and email communications, which must conform to organisational standards to project the public image desired by Council. For more information reference Council's *Media Policy and Councillor Code of Conduct*.

7. SECURITY & MONITORING

- 7.1 Use of internet and email may be subject to monitoring for security or network management reasons. Councillors may also be subject to limitations on their use of such resources.
- 7.2 Councillors must not share Council issued internet or email access or passwords with any other person. Each Councillor is responsible for all activity that takes place under his or her Council login.
- 7.3 The distribution of any information through the internet, computer-based services, email and messaging systems is subject to the scrutiny of the Council. The Council reserves the right to determine the suitability of this information.

- 7.4 Councillors must not download or transmit executable programs, screensavers, system components (e.g. Fonts, patches) graphics, pictures, movies, audio files or similar files, without explicit clearance from the Information Technology department.
- 7.5 Councillors can expect that their internet and email use will be monitored and that results will be reported to the Chief Executive.

8. PURCHASING

- 8.1 All purchasing of laptops, tablets, iPads, smart phones and services shall be centralised through the Information Technology Department to ensure that all equipment and services conform to corporate communication standards and strategies, and are purchased at the best possible price.
- 8.2 Centralised purchasing ensures that warranties and service standards are consistently applied. Equipment or services purchased independently will not be supported by the Information Technology Department.

9. BILLING AND CHARGING

- 9.1 On a monthly basis, telecommunication service charges will be allocated to the relevant cost centre through the Telecommunications carrier billing utility. The Finance department posts the charges against the general ledger account codes.
- 9.2 Limited personal use of Council's IT equipment is permitted. The Chief Executive may request reports of the Councillors charges and must approve (in advance) any use in excess of limited personal usage, as well as any arrangements to reimburse Council. Arrangements for reimbursement will be formally effected through Finance department.

10. LOST, STOLEN OR MISPLACED TABLET / IPAD/ SMART PHONE

- 10.1 For Council security and to avoid misuse of equipment after loss, the service must be cancelled immediately once it is determined missing.
- 10.2 The theft or loss should be reported to the nearest police station and the Chief Executive's office must be contacted immediately in order to have the service barred.

11. USE OF MOBILE/SMART PHONES WHILST DRIVING

- 11.1 Mobile/Smart phones should never be used while driving a motor vehicle unless an approved hands-free car kit is employed. Even then, users must take extreme care not to become distracted while using the hands-free phone, as the risk factors are nearly equal with non-hands-free use. Where economically viable, hands-free users should have mobile phones capable of voice-activated answer and dialling.
- 11.2 It is recommended that mobile phones should not be used in any case when operating a vehicle; that the user should safely park the vehicle before taking or making a call.

12. CARE OF LAPTOP/TABLET/IPADS/SMART PHONE

12.1 Users should read the care and maintenance instructions in the User Guide included with their laptop/tablet/iPad/smart phone. Since these items range from \$600.00 to \$1,000.00, not including administrative costs, it is important to act responsibly to reduce replacement costs.

12.2 The main care factors are:

- Keep the equipment dry – take care around liquids (sinks, toilets, coffee, wet grass)
- Keep the equipment out of extreme cold or heat.
- Do not drop, knock, or shake the equipment.
- Do not attempt to open the housing, except to replace the battery according to User Guide instructions.
- To clean, wipe only with a soft cloth slightly dampened in a mild-soap-and-water solution.
- Handle the SIM card and all other components with care

13. GENERAL USAGE CONDITIONS

13.1 Tablets, iPads and smart phones are an easy target for theft. Users should take the same precautions with these items as they would with their house/car keys or wallet.

13.3 A case should be used to protect the tablet/iPad/smart phone from damage if it is dropped. A case will be provided for each device.

13.4 The laptop, tablet and smart phone is provided for Council work. Limited personal use is acceptable, recognising that personal use not only leads to higher Council costs but also makes the user unavailable to take council-related calls on the smart phone.

13.5 Councillors are not allowed to use the Council issued laptop, tablet, smart phone or services in an illegal, illicit or offensive manner

13.6 With regard to use of internet and email, Councillors should not:

- Visit internet sites that contain obscene, hateful or other objectionable materials; send or receive any material that is obscene or defamatory or which is intended to annoy, harass or intimidate another person or which contravenes the Equal Opportunity principles.
- Receive email without following records management procedures.
- Produce communications over the internet that does not conform to organisational standards. Solicit emails that are unrelated to business activities.
- Use the internet or email for any illegal purpose.
- Make or post indecent remarks, proposals, or materials.
- Upload, download, or otherwise transmit commercial software or any copyrighted materials belonging to parties outside of the Council, or the Council itself.
- Download and/or install any software or electronic files without explicit permission by the Chief Executive's office and ensuring implementation of virus protection measures approved by Council's IT department.

- Intentionally interfere with the normal operation of the network, including the propagation of computer viruses and sustained high volume network traffic, which substantially hinders others in their use of the network.
- Download any files not directly relating to business functions, such as MP3, mpegs (movie files), pictures, screensavers, games.
- Reveal or publicise confidential or proprietary information which includes, but is not limited to: financial information, new business and product ideas, marketing strategies and plans, databases and the information contained therein, customer lists, technical product information, computer software source codes, computer/network access codes, and business relationships.
- Examine, change or use another person's files, output or user for which they do not have explicit authorisation.

13.7 Councillors must report immediately to the Chief Executive's office any incorrect or inappropriate communications transmitted and or received.

13.8 If the Councillor is not returned to office, all Council provided equipment, business information and materials must be returned to Council on the first business day following Council elections,

14. ACCOUNTABILITY PROCESS

Penalties for violating the Councillor IT Equipment Policy will vary depending on the nature and severity of the specific violation. Any Councillor who violates the Policy may be subject to:

- Disciplinary action as described under Councillors Code of Conduct.
- Civil or criminal prosecution under federal and/or state law.

15. GOVERNANCE

15.1 Owner

The Manager Governance Projects & Risk is responsible for monitoring the currency and viability of this policy and updating it when required.

15.2 Review

The Manager Governance Projects & Risk will review the policy for any necessary amendments no later than three years after its formulation or after the last review.

15.3 Charter of Human Rights Compliance

It is considered that this policy does not impact negatively on any rights identified in the Charter of Human Rights Act (2007).

Warrnambool City Council is committed to consultation and cooperation between management and employees. The Council will formally involve elected employee health and safety representatives in any workplace change that may affect the health and safety of any of its employees.