

# Computer hardware and software acceptable use

PROCEDURE 1.2.1(af)

POLICY NO AND TITLE	<b>1.2.1</b>	<b>Conditions of employment policy</b>
PROCEDURE	1.2.1(af)	Computer hardware and software acceptable use
VERSION AND DATE ADOPTED	1	
RESPONSIBLE OFFICER		Manager Human Resources

## Acceptable Use Policy

### Basic Premise

All computing equipment as a first priority for the use by staff in the delivery of services to the community and any other use permitted is secondary to this premise and subject to prior approval.

### Purpose

- To identify accepted protocols for the use of the equipment and software provided.
- To ensure that Council meets its legal requirements in regard to the use of Computer software.
- This policy applies to Councillors, staff and contractors engaged by council.

### Definitions

#### Software

Any material that can be loaded onto a computer from any source.

#### Hardware

Not limited to mean computers but to include any piece of electronic equipment owned by council.

### Policy Statement

Council is obliged to comply with all current Australian legal provisions governing copyright protection for computer software supplied to Council.

Councillors, staff and consultants must comply with all licensing or purchasing terms and conditions required by suppliers that regulate the use of any software Council purchases or leases.

All hardware and software remains under the control of the Information Technology section and may be subject to monitoring for security and/or network management reasons. Users may also be subject to limitations on their use of such resources.

Specific processes that must be adhered to by Councillors, staff members (irrespective of whether an employee or contractor) and consultants and councillors are:

1. Council will under no circumstances sanction the making or use of unauthorised software copies by Councillors, staff or consultants. Council will take disciplinary action, if any staff member or consultant is found to be engaging in the unauthorised

duplication of software. Depending on the circumstances, this action may include termination.

2. Councillors, staff members and consultants are required to notify their manager or the Information Technology Manager of any illegal copying of software or related documentation of which they become aware.
3. The installation of software on all Council owned equipment is only to be performed by a member of the Information Technology section or under their delegation.
4. The Information Technology section shall hold all licences for any software loaded on Council equipment. Staff are to pass any licence to Information Technology.
5. It is a breach of this policy for any staff member to disable or interfere with the functioning of any virus or security software loaded on any equipment unless they have clearance from Information Technology staff.
6. Relocation of any hardware within the office or to places external to the office is only to be done with the prior approval of the Information Technology Manager.

### **Permitted Use**

Subject to the basic premise and purpose the following applies:

1. Private use of software and hardware is permitted outside of scheduled hours of work, provided that such use is consistent with professional conduct and is not used for personal financial gain.
2. Use is limited to Councillors and staff.
3. Support for non Council use is not available.
4. Usage must be able to survive public scrutiny and/or disclosure so as not to bring Council's image into disrepute.
5. Usage must not be for any illegal purpose.
6. Councillors and staff must sign an agreement before using Council hardware and software. This agreement may be incorporated into existing system access agreements.

### **Care & Maintenance**

1. The equipment must be kept secure at all times to prevent damage, theft and illegal access.
2. The equipment must not be exposed to adverse conditions eg. direct and indirect heat, left in hot cars, liquids and food.
3. Equipment being used remote from Council offices is to be disconnected from power and phone connections when not in use and must not be connected during electrical storms.

### **Other Relevant Documents**

This policy is to be read in conjunction with the Council's Code of Conduct, particularly the section relating to the use of Council's Resources and Equipment (section 9) and the guidelines made to support this section of the Code.

It is also to be read in conjunction with Council's Internet, Intranet and e-mail Acceptable Use Policy.

## Attachment: Hardware and Software Usage Agreement

### Hardware and Software Usage Agreement

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I, \_\_\_\_\_ acknowledge that I am being granted access using Council software and hardware and agree that my use will be conducted in accordance with Council's policy governing the use thereof.

I agree that I will not use the software and hardware for personal use during scheduled hours of work. I also agree that personal use will not include inappropriate behaviour or activities for personal financial gain.

I understand that my use of the Internet is identifiable by others as a Council activity and acknowledge that it is my responsibility to ensure that my usage does not contravene any laws or regulations, including copyright and licensing issues and laws respecting obscene and discriminatory material.

I acknowledge that personal use is a privilege and can be withdrawn at any time subject to 48hrs notice.

I understand that my usage may be monitored without further warning and that inappropriate usage may be cause for disciplinary action up to and including dismissal, or cancellation of contract.

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

## Internet, Intranet and e-mail

### Purpose

This policy addresses a new paradigm that is challenging organisations all over the world. The Internet opens up many opportunities, but it also presents many threats. The purpose of having and adhering to a policy is to obtain the best value from this technology at the lowest acceptable risk. There is ample evidence from other organisations that failure to have a policy and monitor its effectiveness leads to unproductive practices within the organisation, be they deliberate or simply through ignorance of how best to use the technology.

The introduction of a policy before the access is opened up gives time for discussion, consultation with key people and consideration of all the issues. The policy cannot be all things to all people, but its key principle will be that it address Council's core needs as a customer orientated service organisation.

### Policy Statement

Bega Valley Shire Council has Internet access in order to:

- provide for the information needs of Staff and, ultimately, the Council's
- improve efficiency and effectiveness in obtaining and distributing information.

### Definitions

#### Internet

An unregulated, worldwide, network, linking thousands of computers and millions of people. It makes it possible to rapidly share information around the world.

#### Intranet

An internal system that allows staff (but limited to) rapidly share information.

#### E-Mail

A system that provides a convenient and effective means of communication between divisions, departments, branches, and individual staff in Council. Where installed, the additional capability of using the Internet for external e-mail extends this convenience to any other group or organisation with an Internet mail address.

#### World Wide Web (WWW)

Is an application that runs on the Internet. It gives the ability to easily search interconnected computers and jump to any of those computers at the click of a mouse button. The application's most common interface is the graphical browser; the application selected by Council for its WEB browser is Microsoft Explorer.

## Policy Practices or Procedures

### Security

The Internet should be regarded as an inherently insecure environment. Confidential information should not be transmitted on the Internet. No personal information should be transmitted without the consent of the individuals concerned.

## **Access**

Access to the Internet will be limited to staff who have demonstrated to the satisfaction of their Director that access is required to support their day-to-day work.

## **Abuse of Internet Access**

Any user who is deemed by the General Manager to have abused the use of the Internet will have access to the Internet removed and may be subject to disciplinary action.

## **General Principles**

1. Council provided Internet/Intranet and e-mail privileges, like Council computer systems and networks, are considered Council resources and are intended to be used for business purposes only. Usage and content may be monitored for unusual activity.
2. Correspondence via e-mail is not guaranteed to be private. Confidential e-mails should not be sent without encryption.
3. Council e-mail accounts, Internet IDs and Web pages should not be used for anything other than Council-sanctioned communications.
4. Use of Internet/Intranet and e-mail resources may be subject to monitoring for security and/or network management reasons. Users may also be subject to limitations on their use of such resources.
5. The distribution of any information through the Internet, computer-based services, e-mail and messaging systems is subject to the scrutiny of Council management. Council reserves the right to determine the suitability of this information.
6. Internet usage must be able to survive public scrutiny and/or disclosure. Users must avoid accessing sites that may bring the Council into disrepute, such as those which carry offensive material. Sensitive information must not be transmitted via or exposed to Internet access.
7. Employees may use Internet services for personal improvement, outside of scheduled hours of work, provided that such use is consistent with professional conduct and is not used for personal financial gain.
8. Internet Relay Chat channels or other Internet forums such as newsgroups or netservers may be used only to conduct work related business or to exchange technical or analytical information. Users who wish to express personal opinions must use a private Internet provider and a personal ID.
9. The Information Technology section must ensure that all users sign an Internet Usage Agreement (example attached) before access is allowed. This agreement may be incorporated into existing system access agreements.
10. The Information Technology section monitors the use of the Council network. Information incoming and outgoing via the Internet or E-mail will be scrutinised at any time by the Information Technology section under delegated authority from General Manager. Alleged inappropriate use of the Internet will be reviewed by the Information Technology section on a case by case basis and referred to the appropriate Manager for disciplinary action to be taken in accordance with the policy, up to and including dismissal or cancellation of contract.

## Responsibilities

1. Users are responsible for ensuring that their use of Internet access is appropriate and consistent with ethical conduct under this policy and with the Council's Code of Conduct.
2. The Information Technology section is responsible for ensuring that all employees who have Internet access have signed an Internet Usage Agreement and that it is placed in the employee's personnel file, and that work stations used to access the Internet have approved anti-virus software. Managers and Supervisors are responsible for reporting instances of contravention to this policy to the Information Technology Section, who will apply the appropriate disciplinary action according to this Policy.

## Allowable Mail

1. As a general guide, use e-mail like you would the phone. Messages are to adhere to this policy. They are to be kept short, and graphics used only where it is absolutely essential to convey communication about the topic or issue at question. Only attach or discuss information that you know is approved or publicly accessible. If in doubt, talk to your supervisor.
2. All mail messages, incoming and outgoing are recorded in a log, and could be viewed by authorised personnel under delegated authority from General Manager at any time. All messages are also scanned for viruses, and if detected they will not be allowed to leave or enter the organisation.
3. Managers are required to ensure that where appropriate, electronic copies of mail received are forwarded to Council's Records Section for retention.

## Web Browsing

All Web browsing is to be for an organisational need and usage will be monitored to ensure that this is followed. File downloading is permitted, with the exception of application and operating system files. The files are to be downloaded to the appropriate directory.

## Web Publishing

Council's in-house "Web Administrator" will deal with publishing on the Web where final recommendations for material to be included will be made.

## Newsgroups

There is currently no newsgroup access.

## Conditions of Use

Users shall **NOT**:

1. Breach any applicable laws and regulations and must respect the legal protection provided by copyright and licenses with respect to both programs and data.
2. 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.

3. Use the Internet or e-mail for the purpose of gambling.
4. Solicit e-mails that are unrelated to business activities.
5. Solicit non-Council business for personal gain or profit.
6. Use the Internet or e-mail for any illegal purpose.
7. Attempt to obscure the origin of any message or download material under an assumed Internet address.
8. Represent personal opinions as those of Bega Valley Shire Council.
9. Make or post indecent remarks, proposals, or materials.
10. Upload, download, or otherwise transmit commercial or any other executable software or any copyrighted materials belonging to parties outside of Council, or to Council itself.
11. Download any software or electronic files without ensuring compliance with Council's approved virus protection measures and procedures.
12. Intentionally interfere with the normal operation of the network, including by the propagation of computer viruses and sustained high volume network traffic, which substantially hinders others in their use of the network.
13. Reveal or publicise confidential or proprietary information which includes, but is not limited to:
  - financial information;
  - Council business, strategies, plans, databases and the information contained therein;
  - client, ratepayer, resident or other community information;
  - technical information;
  - computer/network access codes; and
  - information about Council's business relationships which they are not authorised to release, reveal or publicise.
14. Examine, change or use another person's files, output or user name for which they do not have explicit authorisation.
15. Perform any other inappropriate activities or uses identified by the network administrator.
16. Waste time on non-Council business.

## **Sanctions**

Users who violate any of the conditions of this policy may be subject to disciplinary action including (but not limited to) written warnings, revocation of access privileges or termination. Council also retains the right to report any illegal violations to the appropriate authorities.

## Attachment: Internet Usage Agreement

### Internet Usage Agreement

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I, \_\_\_\_\_ acknowledge that I am being granted Internet access using Council facilities in order to carry out my work and agree that my use of the Internet will be conducted in an ethical and professional manner.

I agree that I will not use this access for personal use during scheduled hours of work. I also agree that personal use will not include inappropriate behaviour such as access to or downloading from offensive sites; personal (non work- related) postings to Internet forums such as Newsgroups or Listservers; or activities for personal financial gain.

I understand that my use of the Internet is identifiable by others as a Council activity and acknowledge that it is my responsibility to ensure that my usage does not contravene any laws or regulations, including copyright and licensing issues and laws respecting obscene and discriminatory material. I agree that I will not transmit sensitive material via the Internet.

I understand that my usage of both the browsing and e-mail functions will be monitored without further warning and that inappropriate usage may be cause for disciplinary action up to and including dismissal, or cancellation of contract.

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Signed

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Witness

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Date