



Computer Systems Usage Policy

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Related Policies	Mobile Device Usage Policy Privacy Policy Records Management Policy
Related Procedures	

1 Introduction

The District Council of Yankalilla makes extensive use of various computer systems in its day-to-day activities. It is necessary for all users to follow a minimum set of standard procedures and guidelines to enable these computer systems and users thereof to operate at optimum level.

Council's IT services are provided through a formal agreement between Loftus and Yankalilla Councils referred to as the Information Communications Technology (ICT) Services Contract & Service Level Agreement. This policy ensures consistency in the use of computer systems in line with that agreement.

2 Aim

The aim of this Policy is to provide users with some legal, ethical and operational guidelines as to what constitutes acceptable and best usage of Council computer systems. This Policy will allow you to maximise the benefits to be gained from the computer systems for yourself, other users and Yankalilla Council. This Policy applies to all computer systems and associated equipment operated and available at the Yankalilla Council.

Computer Systems Usage Policy

3 Definitions

“Authorised User” - Any Computer User who has an authorised Login Name issued by IT staff.

“Computer User” - Any person, whether authorised or not, who makes use of a Yankalilla Council system from any location. For example, this definition includes persons who access Yankalilla Council facilities via an electronic network.

“Internet” - a worldwide interconnection of computers. The interconnection is oblivious to geographical, economic and demographic barriers. It is essentially “uncontrolled”, there being no central organisation responsible for network maintenance, ownership or security.

“IT staff” – refers to the personnel authorised to support Yankalilla Council under the ICT Services Contract & Service Level Agreement

Login Name - The name by which you are known to the computer system; together with your password this gives you the ability to use the computer system.

“Systems” - The computers, terminals, printers, networks, modems, and related equipment, as well as software, data files or documents managed or maintained by Yankalilla Council residing on disk, tape or other media.

“World Wide Web” - 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 two most common being Netscape and Microsoft Internet Explorer.

4 Scope

This policy shall apply specifically to all Council employees and extend to include, in appropriate circumstances:

- Elected members.
- Contractors/Sub-Contractors engaged by the Council.
- Consultants engaged by the Council.
- Visitors and/or persons conducting business on Council’s premises.
- Volunteers conducting activities approved by Council.
- Employees’ Families (where Council equipment is provided in the home environment).
- Agents and Committees of Council.

5 Legal Responsibilities

Software Copyrights and Leases

Yankalilla Council has signed licences for all of the software on the computer systems. Removal or transfer of such software without authorisation is prohibited as this will be in breach of those licences.

Computer Systems Usage Policy

Only software legally acquired by Yankalilla Council and Loftus IT may be installed on any Yankalilla Council computer system. Only Loftus IT staff or authorised personnel may install software. This will ensure that standard installation procedures are adhered to at all times.

All use of Yankalilla Council computer systems must be consistent with all contractual obligations of Yankalilla Council including limitations defined in software and other licensing agreements. For example, contracts for software may include restrictions on copying of manuals, even for internal usage, or include confidentiality clauses requiring us not to disclose/show any part of the software to non Council personnel.

No part of any software can be passed onto any non Council employee without express permission from the Chief Executive.

6 Lawful Use

Yankalilla Council computer systems must not be used for illegal or criminal purposes.

7 Roles & Responsibilities

The conditions of this Policy must be strictly adhered to. Council reserves the right to terminate use of the technology, equipment or services and to maintain that restriction at its absolute discretion if any conditions of this Policy are breached.

Serious, wilful or neglectful abuse or misuse of the technology or equipment by employees will result in warnings or disciplinary proceedings and may result in dismissal depending on the frequency, nature and severity of the abuse or misuse.

7.1 Managers and Supervisors will be responsible for:

- ensuring this Policy is communicated to all employees and Contractor/Sub-Contractors, Consultants and volunteers engaged by the Council and Visitors and/or persons conducting business on Council's premises.
- ensuring any issue raised in relation to this Policy is dealt with ethically, legally and to the benefit of the organisation and the employee.
- referring any matters brought to their attention, or known misuse of computer systems and ongoing misuse, to the Chief Executive.

7.2 Computer System Users will be responsible for:

Security Responsibilities

This section on "security" defines a minimum set of criteria and requirements aimed at preventing unauthorised access to Yankalilla Council or external computer systems and information, including your own personal information such as documents or electronic mail.

The security of Yankalilla Council computer systems is limited by your actions. If you are security conscious and follow all the procedures described in this section then Yankalilla Council security will be enhanced.

Sharing Passwords is Not Permitted!

Computer Systems Usage Policy

Login Names and passwords are assigned to individual persons. Under no circumstances should you allow another person to use your personal Login Name and Password.

Sharing your Login Name and Password with other persons would:

- give others access to your private information such as documents and electronic mail.
- give others access to software and information that they either have not been or should not be authorised to use.
- record their actions against your name within the computer system, eg changes to database records, sending of Electronic Mail, etc.

Login Names, Passwords and Access Information

In respect to your Login Name, Password and access information:

- you are responsible for any and all activity initiated in, on or through Yankalilla Council computer systems by your Login Name,
- you are responsible for selecting a secure password for your Login Name and for keeping that password secret at all times. Passwords should not be written down or recorded electronically such as within a word processing document,
- you should never divulge your password or computer system access information to anyone. No one, including your supervisor has a right to know your password.

Password Selection

The strength and confidentiality of your password are of enormous importance. If 'hackers' were to attempt to break into Yankalilla Council computer systems, an important level of security, which they must breach, is our password security. It is therefore imperative that you choose and use secure passwords.

The following list of guidelines should be observed when you select a password.

- Password must be no less than 8 characters.
- There must be at least 1 number in the password
- There must be at least 1 Capital letter in the password

Although this list may seem to restrict passwords to an extreme, there are several easy methods of choosing a secure, easy to remember passwords

No Unauthorised Attempts to Gain Access

- You must not attempt to gain "privileged" access or access to any Login Name that does not belong to you on any Yankalilla Council or other computer system.
- You must not use any Yankalilla Council system through unauthorised remote access.

Computer Systems Usage Policy

- You must not cooperate with or assist any external organisations or persons to break the security of any Yankalilla Council or external computer system.

Obligation to Report Possible Security Holes or Breaches

If you find a possible security flaw on any Yankalilla Council computer system or associated procedures, you are obliged to immediately report it to IT staff. If you are not sure, please report it.

Even with the most stringent security measures in place sometimes breaches of security can still occur. If you witness a breach of security or have reason to believe that the security of the Yankalilla Council Computer Systems have been breached, you are also obliged to immediately report it to IT staff. Again if you are not sure, please report it.

Removal of Documents or Electronic Information is Not Permitted

The physical removal from Yankalilla Council of any document in either printed or electronic form, or the removal of electronic data is not permitted without the authorisation of Management or staff responsible for its administration.

- This is regardless of whether these have been generated by Yankalilla Council or external to Yankalilla Council.
- It includes for example, any Yankalilla Council document, data or software and computer hardware and software manuals

Copying Documents or Electronic Information is NOT Permitted

As opposed to the physical removal of Documents or Electronic Information:

- Copying of documents or electronic information, including software, without written permission is not permitted.
- Sending (emailing) or posting of confidential materials outside of Council, or sending or posting of confidential materials inside Council to non-authorised personnel is not permitted.

Security Investigations

In the event of an investigation being made into the security of Yankalilla Council or external computer systems, you must cooperate with all reasonable requests made of you.

7.3 All Computer Users' Rights and Responsibilities include:

Requesting Access For the First Time

All requests for obtaining access to Yankalilla Council computer systems must be authorised by the appropriate Manager through the appropriate documentation.

Computer Systems Usage Policy

Requesting Access to Specific Software Applications

Your Login Name and password gives you access to the servers, therefore utilising the storage, backup and flexibility of the large exchange server for email, and many other corporate packages.

Standard Yankalilla Council applications, ie Word Processor, Spreadsheet, Database, Outlook, Publisher, GIS etc are generally either loaded locally on individual PCs or are accessible from the terminal server. Additional access to specialised applications must be authorised by the appropriate Manager.

Seeking Assistance

All requests for assistance and training should be directed to your Manager. If the request for training is deemed to be covered by Council's training program and approved, then that request will be scheduled to fit in with other training at the next available opportunity.

Corporate Data Must Not be Kept on Your Own Local PC Hard Drive

This data should instead be stored in Department or Corporate shared areas on the PC Network server. If you personally back up information to flash drives or other external digital media, please ensure it is securely stored and that a copy of the data resides in an appropriate folder on the network server. Corporate data stored on the network server is backed up daily and can be recovered if required. Personal data should not be stored on the network server because the backup capacity and storage capacity is limited.

Service storage example. G:\your dept\letters\smith.doc etc

Internal and External Electronic Mail (E-mail) Usage

Whenever you send electronic mail, your name and login name are included in each mail message. You are responsible for all electronic mail originating from your login name. Therefore:

- Forgery (or attempted forgery) of electronic mail messages is prohibited.
- Attempts at sending harassing, obscene and/or other threatening messages to another user are prohibited.
- Attempts at sending unsolicited junk mail, "for profit" messages or chain letters is prohibited.
- Users are not allowed to disclose their E-mail address to organisations that compile databases for the purpose of sending mass junk mail. e.g. Do not fill out the "E-mail Address:" section of surveys, conference / training course evaluation forms, "Fly Buys" forms and free competition entry forms etc.
- Users may be granted access to use external E-mail. There will be a requirement to sign the "Internet Usage Agreement" form attached to this policy prior to having that service available.
- E-mail messages should be kept short and graphics and attachments used only where it is absolutely essential to convey communication about the topic or issue at question.

Computer Systems Usage Policy

- Email should be managed so that only corporate information is stored in your mail folders and periodic purging of personal mail is required to minimise storage requirements on the network server. Council utilises a server based email archiving system for long term email storage and recovery.

Electronic mail messages are deemed to be records and, like paper documents, they are subject to record-keeping and legislative requirements. Any officer, who intentionally damages, alters, removes or disposes of an official record, may be guilty of an offence under the State Records Act 1997.

The Email system is provided primarily for business communications. All Email sent and received is the property of the Council. Therefore:

- All incoming and outgoing e-mail through Council's "Yankalilla" address from and to external and internal addresses is **automatically** captured and stored by an email archiving system. These emails can be retrieved at any time for Council purposes or Freedom of Information requests (FOI). Therefore, do not use the Email system for sensitive personal communications.
- When sending external email, take care to ensure that all of the necessary information is included (date, sender, subject etc.) and that the relevant file reference is quoted where applicable.
- When receiving or sending internal or external email, remember to consider the content of the message from a record's perspective and ensure that the email is registered into the Electronic Records Management System (SynergySoft) if it constitutes a record of Council business.
- For further information on E-mail messages that DO NOT require registration & filing refer to the Records Management Policy.
- The E-mail system must not be used to transmit any classified or confidential material.
- Avoid putting into E-mail messages what you would not put into manual office memos or business correspondence.

USB Memory Devices/External Hard Drives/PDA's/Ipad's & Tablets/SD Cards/Any external storage device

The use of these devices, whilst acceptable, is subject to the following conditions:-

- Prior to initial use for connecting to the corporate network, these devices must be registered with the IT staff. No software supporting any portable device is to be installed on any Council computer, terminal or server without the express approval of IT staff.
- Users of these devices must ensure that these devices do not contain malicious software (Viruses, Trojans, Worms etc.) - upon placing these devices into any part of Council's network it is understood that the Council may, at it's total discretion, direct security software to delete permanently any file on the device that may be infected with malicious software without regard for that file or its contents. Use of the device may be blocked at the Council's discretion.

Computer Systems Usage Policy

- Council data transferred to these devices, which may not be owned by Council, remains the property of Council and is subject to the Records Management and Privacy Policies of Council.
- These devices are not to be used for the distribution of non-Council data, offensive or discriminatory material.
- Passwords and confidential data must not be stored on portable devices.
- IT staff may track and monitor the use of external devices (ie what files are on them, what files are copied to/from them etc) at Council's discretion.
- When not in use, any portable device containing any Council data must be appropriately secured.
- At any point in time that issues or concerns are raised over the use of these devices, the user will supply the device (in it's current form, regardless of whether it contains private material or not) to Council for any investigations that might reasonably be required.
- IT staff reserve the right to disconnect, turn off or block without notice any device or access port to the network that puts the Council's systems, data, users and clients at risk.

8 Internet Usage

Authorised Users are responsible for ensuring that their use of the Internet in any form (ie Web Browsing, External E-mail) is appropriate and consistent with ethical conduct under this policy and with the Council's Code of Conduct Policies. Users must not access sites that may bring the Council into disrepute, such as those which carry offensive material. Confidential and sensitive information must not be transmitted via the Internet. Alleged inappropriate use of the Internet facilities will be reviewed by Management on a case-by-case basis and may lead to disciplinary action up to and including dismissal or cancellation of contract and employment.

Internet E-mail

Please refer to the "Internal and External Electronic Mail Usage" section on page 6.

Web Browsing

All Web Browsing is to be for an organisational need. All web access is to be via the Council's standard Web Browser as set by the IT staff. Down loading software is not permitted. If legitimate software is required to be down loaded from the internet, a helpdesk request is to be lodged and an IT officer will perform the down load. It should be noted that the IT Staff keep a log of Internet activities originating from the Council's computer systems. Excessive usage of the Internet facilities may be examined on a monthly basis and reviewed by the appropriate Manager.

Acquiring Software

All software must be:

- Acquired ONLY after authorisation by IT staff to ensure compatibility with Yankalilla Council computer systems

Computer Systems Usage Policy

- Installed ONLY by IT staff to ensure that correct installation procedures are followed.

This includes software acquired free of charge or for evaluation purposes, either via magnetic media or via the Internet, electronic or other means.

Personal Usage (Staff & Elected Members Only)

Personal usage of Yankalilla Council computer systems is permitted to a limited extent. All personal usage of Yankalilla Council computer systems must occur during your own time and at the discretion of your Manager and must not interfere with your work or the work of other staff. For lengthy after hours use please check with IT staff for any conflicts with after hours maintenance that may be scheduled.

Further, personal usage may be allowed where it does not contravene any other parts of the Computer Systems Usage policy.

NB. Formal correspondence with relevant unions is legitimate use (not to be classified as personal use or unauthorised use.)

9 Game Playing

The playing of games on Yankalilla Council computer systems:

- is generally not permitted;
- is only permitted for the standard Windows games (ie Solitaire, Minesweeper and Hearts etc) if installed by IT staff as part of the Standard Yankalilla Council applications;
- where permitted, it is only to be during your own time and at the discretion of your Manager and must not interfere with your work or the work of other staff, subject to not contravening other parts of this Computer Systems Usage policy governing IT staff systems maintenance.

10 System Disruptions

All users share many resources, such as disk space, CPU cycles, printer queues, and software licenses.

- You must not monopolise these resources.
- You must not load the system in such a way that others cannot perform useful work. Only a single instance of large, resource intensive programs should be executed at one time. If you have a need for extensive processing to be performed please contact IT staff.
- You should relinquish licensed software when no longer using the licence. Most software packages have a limited number of licences, requiring users to share the licenses.
- You must not intentionally develop or use programs designed to replicate themselves or attach themselves to other programs, commonly called viruses.

Computer Systems Usage Policy

11 For-Profit Usage

It is prohibited to use Yankalilla Council Computer facilities for personal profit or for the direct financial benefit of any non Yankalilla Council organisation.

12 Threats and Harassment

Yankalilla Council computer systems must not be used to threaten or harass any person. This includes, sending threatening or harassing messages.

13 Offensive Material

It is not permitted to obtain, display or print potentially offensive material on or by Yankalilla Council computer systems.

14 Equipment

Food and Drink

Please take as much care as possible to keep food and drink away from computer equipment, particularly drinks.

Objects Not to be Placed on Top of Computer Equipment

You should never place any objects on top of computer equipment. This can cause the equipment to overheat and possibly catch fire or create some other hazard to your personal safety. Also magnetised objects (such as paper clip holders) can affect the functionality of your computer equipment.

Movement of Equipment is Not Permitted

You should never attempt to shift any Yankalilla Council computer equipment (with the exception of laptops) without consulting IT staff. This activity is to be performed by IT staff.

Modification of Equipment is Not Permitted

You must not modify in any way, or physically or electronically attach any foreign device (such as external disks, printer, video system, scanner, modem, wireless access point etc) to Yankalilla Council computer system equipment without specific written authorisation by IT staff. It does not include changes such as to the brightness or contrast of your computer screen. Any required modification is to be performed by IT staff. Carrying out of modifications without authority can void the warrantee on the equipment.

Removal of Equipment is Not Permitted

You must not remove any Yankalilla Council owned or administered equipment from a Council facility without specific written authorisation by IT staff or with the prior written consent of your Manager.

Report Faults Promptly

Computer Systems Usage Policy

Please report any known or suspected faults promptly to IT staff. Even if it appears to be only a small fault or is not adversely affecting you, prompt reporting can help to resolve it quickly before it has the potential to become serious or affect too many other persons.

If possible, record the content or leave error messages on screen before continuing or contacting IT staff.

Energy Conservation

Turn off equipment not in use to conserve energy.

15 IT Staff will be responsible for:

- Protecting the privacy of a person's files, electronic mail, and printed material
- Providing advance notice of system shutdowns for maintenance, upgrades, or changes so that Computer users may plan around periods of system unavailability. However, in the event of an emergency, IT staff may shut down a system with little or no advance notification. Every effort will be made for Computer Users to have a chance to save their work before the system is taken out of service.
- Providing computer services to Yankalilla Council in accordance with appropriate policies and "Service Level Agreements" between IT staff and other Departments.
- Reporting any violations of this policy, State or Commonwealth law, pertaining to the misuse of Yankalilla Council computer systems to the appropriate authorities whenever such violations come to their attention.
- Altering the priority or terminating the execution of any process that is consuming excessive system resources or degrading system response to the detriment of all others, with or without prior notification.
- Doing whatever is necessary (within reason) to carry out its responsibility to maintain effective operation of the Yankalilla Council computer systems, provided that the rights of Computer Users are respected at all times.
- Adding, removing or prohibiting the use of any software application that is deemed to provide a risk to the Yankalilla Council Computer Systems.
- Ensuring that all authorised users who have Internet access have signed an Internet Usage Agreement and that it is placed in the employee's personnel file.
- Auditing the Yankalilla Council Computer Systems to ensure that compliance with this policy is being achieved and to report any non-compliance to the appropriate Manager.

16 The Council's Computer Systems Usage Policy will be:

- made available to all employees and displayed in all work areas,
- reviewed every two years,
- become part of any induction booklet or process

Computer Systems Usage Policy

17 Further information

This policy will be available for inspection at the Council office listed below during ordinary business hours and provided to interested parties as per Council's Fees and Charges Register. Copies are available to be downloaded, free of charge, from Council's internet site: www.yankalilla.sa.gov.au

District Council of Yankalilla
1 Charles Street
Yankalilla 5203

Phone: (08) 8558 0200
Fax: (08) 8558 2022

18 Grievances

Any grievances in relation to this policy or its application should be forwarded in writing addressed to the Chief Executive of Council.

Computer Systems Usage Policy

Internet Usage Agreement – Staff & Elected Members

I, _____ acknowledge that I have read and understood the Computer Systems Usage Policy and that I am being granted Internet access, in the form of email and/or web browsing, using Council facilities in order to carry out my work. I agree that my use of the Internet email and web browsing facilities will be conducted in an ethical and professional manner in accordance with the guidelines set within the Computer Systems Usage Policy.

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 material from offensive sites; personal (non work- related) postings to Internet forums such as Newsgroups or List servers; 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 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 and or employment.

Signed

Witness

Date

Computer Systems Usage Policy

Systems/Equipment Usage Agreement – Non Staff

I, _____ acknowledge that I have read and understood the Computer Systems Usage Policy and that I am being granted computer systems access using Council facilities in order to carry out my work. I agree that my use of the computer systems and equipment will be conducted in an ethical and professional manner in accordance with the guidelines set within the Computer Systems Usage Policy.

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 / uploading material of an offensive nature; personal (non work- related) activities such as Newsgroups or gaming; or activities for personal financial gain.

I understand that my use of the computer systems 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 network or the Internet.

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 and or employment.

Signed

Witness

Date