



INFORMATION TECHNOLOGY POLICIES

**SECTION:
INFORMATION - ICT**

**POLICY:
COUNCILLOR COMMUNICATIONS
EQUIPMENT POLICY**

ICT-01

BALLARAT CITY COUNCIL
Town Hall
Sturt St
Ballarat VIC 3350
Tel. 5320 5500

CONTENTS

1	CONTROL INFORMATION	3
2	POLICY OVERVIEW INFORMATION	4
2.1	INTENT	4
2.2	OWNER	4
2.3	APPLICABILITY	4
3	IMPLEMENTATION	5
3.1	CONDITIONS FOR USE OF CITY'S ICT SYSTEMS	5
3.2	RESPONSIBILITIES	5
3.3	OWNERSHIP AND INTELLECTUAL PROPERTY RIGHTS	6
3.4	INTERNET USAGE	7
3.5	E-MAIL USAGE	7
3.6	TELECOMMUNICATIONS USAGE	8
3.7	SECURITY AND REGULATION	10
4	OCCUPATIONAL HEALTH AND SAFETY AND COMPUTER EQUIPMENT	12
5	EXITING THE CITY OF BALLARAT	12
6	REFERENCES AND RELATED POLICIES	12

1 CONTROL INFORMATION

DOCUMENT CONTROL

Policy Name	Councillor Communication Equipment Policy
Policy Section	Information Services - ICT
File name	
Document status	Adopted by Council
Version	4
Version Date	15 April 2014
Effective Date	14 May 2014
Notes:	This policy replaced of the 'Use of Computer and Telecommunications Services Policy' and 'Telecommunication Policy' 12 March 2014

DOCUMENT HISTORY

	Version	Date	Author
Created by CIO	3	January 2014	Annie De Jong
Endorsed Leadership Team	3	24 Feb 2014	Leadership Team
Adopted by Council	3	12 March 2014	Council Resolution R072/14
Review by CIO	4	15 April 2014	Annie De Jong
Endorsed Leadership Team	4	28 April 2014	Leadership Team
Adopted by Council	4	14 May 2014	Council Resolution R136/14

2 POLICY OVERVIEW INFORMATION

2.1 INTENT

The intent of this Policy is to ensure:

- (a) Computer and telecommunications services provided by the City of Ballarat (**City**) are used appropriately and responsibly by Councillors for the City's functions and activities.
- (b) These services are public resources and, as such, any person using them must do so in accordance with the following **Principles of Good Public Sector Conduct**. These principles have been adapted from various international, federal and state public sector organisations:
 - Respect for the law, our system of government and the people we serve
 - Integrity (honesty, impartiality, avoidance of conflict of interest, confidentiality, loyalty etc.)
 - Diligence
 - Economy
 - Efficiency
 - Accountability
- (c) As a base this policy will ensure use of Computer and telecommunication equipment:-
 - Does not compromise the status, security or reliability of the Council computer network in any way
 - Is provided within a secure environment
 - Can be supported by Council's ICT business unit

2.2 OWNER

The owner of this Policy is the Chief Executive Officer and administered by the Chief Information Officer.

2.3 APPLICABILITY

2.3.1 INFORMATION TECHNOLOGY SYSTEMS

This Policy applies to the City's information technology systems (**ICT Systems**) consisting of the following:

- (a) Computer Hardware, including central processing units (CPUs), monitors, laptops, modems, cabling, servers and all other equipment used by the City in delivering or maintaining its computer services.
- (b) Computer Software, including all software licensed to (or purchased by) the City.
- (c) Communications Hardware, including all telephones (mobile and static), iPads or tablet devices, mobile hotspots and all other equipment used by the City in delivering or maintaining its communications services.
- (d) Services provided by the City, including electronic mail (**E-mail**), voice-mail, connections and Internet.

3 IMPLEMENTATION

3.1 CONDITIONS FOR USE OF CITY'S ICT SYSTEMS

Bearing in mind the Principles of Good Public Sector Conduct, Councillors in the use of the City's ICT Systems must adhere to the following conditions:

- (a) The City's ICT Systems are primarily for official Council business.
- (b) The City recognises that reasonable personal use of the City's ICT Systems by the Councillors. The City approves of such use as long as it does not interfere with official business or contravene the Principles of Good Public Sector Conduct or any council Policies.
- (c) Persons other than Councillors or Staff are not permitted to use the City's ICT systems. It is the responsibility of all Councillors to ensure that others (including family members) do not use the City's systems.

3.2 RESPONSIBILITIES

Councillors in using the City's ICT Systems must:

- (a) Abide by the Principles of Good Public Sector Conduct, which impose a duty to use the City's ICT Systems diligently, efficiently, effectively and accountably.
- (b) Acknowledge the duty to be competent to use the City's ICT Systems and to inform Councillor support staff of any training required to be competent.
- (c) Report any incident, defect, fault or problem with the City's ICT Systems to the City's Information Services Branch.
- (d) Report any computer virus, Trojan or worm (as defined in Section 3.6) or other malicious program affecting the City's ICT Systems to the City's Information Services Branch.
- (e) Report any mis-use of the City's ICT Systems or any actual or suspected breach of this Policy to the Chief Information Officer.
- (f) Protect their usernames, passwords and PINs from unauthorised disclosure or use.
- (g) Only use and disclose data and other information stored on the City's ICT Systems for the City's functions or activities.
- (h) Maintain the confidentiality of all information stored on the City's ICT Systems.
- (i) Comply with all applicable laws when using the City's ICT Systems.
- (j) Comply with user conditions under software license agreements for all software forming part of the City's ICT Systems.
- (k) Not use the City's ICT Systems for:

- conducting a business or engaging in secondary employment that is not related to being a Councillor;
 - political activity, including the distribution of political material, political commentary and campaigning, except when it has been formally endorsed by the CEO;
 - engaging in offensive, discriminatory, vilifying, denigrating or harassing behaviour against any person or organisation;
 - storing or distributing any material which is defamatory;
 - personal financial gain or profit including gambling and share trading;
 - breaching any obligation of confidentiality or infringing any copyright, trade mark, patent, design, semiconductor or circuit layout right, or other intellectual property right of a third party (including such a breach arising as a result of the unauthorised copying, installation or use of any software on the City's ICT Systems);
 - unauthorised access to any information technology or communications system of a third party;
 - unauthorised access, modification or impairment of any data or electronic communication in breach of the *Crimes Act 1958* (Vic) or any other applicable crimes legislation;
 - knowingly storing or transmitting any computer virus, Trojan, worm or other malicious program;
 - loading or downloading of any software that is not related to the work as a Councillor
 - any purpose or activity which breaches a policy endorsed by Council
- (l) Not delete, destroy, alter or modify any data or other information stored on the City's ICT Systems without authority.
- (m) Not install, download or use any encryption or forensic detection software on the City's ICT Systems.
- (n) Use all computer equipment, software and telecommunications equipment forming part of the City's ICT Systems in accordance with occupational health and safety requirements.

3.3 OWNERSHIP AND INTELLECTUAL PROPERTY RIGHTS

Bearing in mind the Principles of Good Public Sector Conduct, the following conditions of use must be adhered to. All information in the city's computers is owned by the organisation and the organisation has full Intellectual property rights to this information. The definition of information includes the following, but is not limited to:

- a) Files
- b) Directories
- c) All items in Outlook including e-mail, calendar, tasks and contacts
- d) All databases
- e) All software
- f) All hardware
- g) Data on Websites and Intranets
- h) All Pictures, and video/media files (that are not explicitly identified as copy write by another party)

3.4 INTERNET USAGE

Use of the Internet on the City's ICT Systems by Councillors shall reflect the following:

- (a) The City prohibits the accessing, downloading, storing, copying, publication or transmission of pictorial, sound or written material that is sexually explicit or would be deemed offensive under relevant Federal or State legislation or the City's policies. This includes, but is not limited to, material that is denigrating or vilifying to persons or organisations because of their sexual, ethnic, political or religious beliefs.
- (b) The City actively discourages excessive use of the Internet for non- council purposes.
- (c) The City retains the right to charge any Councillor using the equipment for excessive non-council purposes a fee for such use.
- (d) Users should be aware that material downloaded or printed from a web-site or forwarded is subject to copyright protection under the *Copyright Act 1968* (Cth). Any use of copyrighted material should be done with the permission of the copyright holder.

Councillors will be provided with an appropriate Internet connection for the equipment. This connection will have adequate download and upload limits for Council business.

3.5 E-MAIL USAGE

3.5.1 USE OF E-MAIL

Use of E-Mail on the City's ICT Systems by Councillors shall reflect the following:

- (a) The City prohibits the use of E-mail to distribute pictorial, sound or written material that is sexually explicit or would be deemed offensive under relevant Federal or State legislation or the City's policies. This includes, but is not limited to, material that is denigrating or vilifying to persons or organisations because of their sexual, ethnic, political or religious beliefs.
- (b) The City actively discourages excessive use of E-mail for non- council purposes.
- (c) E-mail is not to be used for soliciting, campaigning or engaging in fund-raising for any non-council organisation, person, charity or other body without the prior permission of the Chief Executive Officer.

3.5.2 THE LEGAL STATUS OF E-MAIL

By using the City's E-mail facilities, the User acknowledges:

- (a) E-mails are discoverable and recoverable. By *discoverable*, it is meant that e-mails can be used in legal proceedings. By *recoverable*, it is meant that the City backs up the E-mail system and can recover files for legal or investigatory purposes.
- (b) E-mails may be subject to the *Freedom of Information Act 1982* (Vic), *Public Records Act 1973* (Vic), *Information Privacy Act 2000* (Vic), *Health Records Act 2001* (Vic) and other applicable legislation.
- (c) E-mails sent using the City's E-mail service are not private letters. Councillors using the City's E-mail

service is transmitting a message that carries the position of a Councillor and, as such, is sent as an official document. If it contains personal comments, the message can be inferred to have been sent with the Councillors knowledge and permission.

- (d) E-mail is subject to copyright protection under the Copyright Act 1968 (Cth). The Act gives copyright owners the exclusive right to determine who can copy their work, but also to determine who can communicate or transmit the material to the public. In the case of e-mail, if you are unsure whether there is a limitation on its further distribution then you should contact the sender first and obtain their approval to distribute it.

3.5.3 E-MAIL AND RECORDS MANAGEMENT

Councillor's correspondence using e-mail is to be forwarded to the Mayor & Councillor Support role for logging into Councils Electronic Document Management System.

3.5.4 E-MAIL RETENTION

The City keeps all copies of all e-mail sent and received using the City's E-mail facilities for the following purposes:

- (a) Official record searches (e.g. requests under the *Freedom of Information Act 1982 (Vic)*).
- (b) Handling legal claims and complying with applicable laws.

3.5.5 DEALING WITH OFFENSIVE AND UNSOLICITED E-MAILS

The following general principles apply to all Users of the City's E-Mail facilities:

- (a) If an offensive e-mail is received from a person known or an organisation which is identifiable from its e-mail address, the matter is to be brought to the attention of the Chief Information Officer. Organisations value their reputation and want to know if their employees are behaving inappropriately. The message should not be forwarded to any other person.

3.5.6 TIPS FOR EFFECTIVE USE OF E-MAIL

The following general principles apply to all Users of the City's E-Mail facilities:

- (a) Do not use all capitals. This indicates you are shouting at the recipient.
- (b) Do not expect an immediate response to your e-mails, as people are not always monitoring their email.
- (c) Do not give out e-mail addresses of other people without their permission.

3.6 TELECOMMUNICATIONS USAGE

3.6.1 MOBILE PHONES

Council provided mobile phones are for council business purposes only, however incidental personal use is permitted in recognition that a Councillor at times may need to make personal calls as a result of Council duty demands.

- Friends or family members are not authorised to use Council phones unless it is an emergency situation and no other reasonable options exist.

- International Roaming is not provided automatically on a mobile phone account due to considerable costs. If a Councillor is required to travel overseas for Council business, this service can be enabled on request to the Chief Information Officer.
- A monthly report will be provided to Councillors on mobile phone usage expenses.

3.6.2 IPADS (TABLETS)

Council provided iPads are for council business purposes only, however incidental personal use is permitted in recognition that a Councillor at times may need to have personal use as a result of Council duty demands.

- Friends or family members are not authorised to use Council iPads unless it is an emergency situation and no other reasonable options exist.
- A monthly report will be provided to Councillors on, Ipad usage expenses.
- Ipads will be provided with a standard set of apps. Free apps may be loaded for council use. Purchase of apps must be in consultation with the Chief Information Officer.

3.6.3 PERSONAL MOBILES USED FOR COUNCIL BUSINESS - BRING YOUR OWN DEVICE (BYOD)

Council provided mobility equipment is the preferred option to access information, however this policy also allows for the use of personal mobile devices for the purpose of conducting Council business.

Councillors using their personal mobile device for Council business are to be provided with a copy of this policy and sign a City of Ballarat Mobile Device User Agreement form upon request to use their personal mobile device for Council Business.

3.6.3.1 GENERAL PROVISIONS

- Personal devices must be compatible with Councils systems and endorsed by the CIO.
- A Councillor's must provide a mobile contact number to be made available to other councillors, Council staff and the public. Except the Mayor who has a Personal Assistant to take all calls.
- Council reserves the right to manage all mobile devices with access to Council networks and systems.
- The ICT Services department will acquire and install applications required for Council use.
- Council takes no responsibility for any damage to mobile devices caused by the installation of software necessary to manage and control Council data on the personal mobile device.
- Mobile devices must be kept current by the user, with the manufacturer's hardware and software patches or as instructed by the ICT Services department. Council reserves the right to deny access to Council systems if a mobile device that does not comply with current standards
- Council will not support "jailbroken" devices
- Councillors are responsible for the replacement of their personal mobile device should it be lost or stolen.
- Councillors must notify Council immediately should their device be lost or stolen.
- Users are responsible for the backup of all personal data on their mobile device.
- The ICT services department will only provide support for issues relating to usage of Council applications.
- Council will collect some information regarding the users mobile device, including version information, installed applications and location information.
- Councillors are responsible for any application purchases which are used for personal use.
- Council will pay for any license necessary to manage a mobile device connected to the Council network.
- Users must ensure personal consumption does not adversely impact Council operations or impose costs onto Council.
- Councillors must be aware that personal usage may impact the storage capacity of council data.
- Councillors must separate Council data and personal data, ensuring that Council data is only sent through the Council e-mail system. If a user suspects that Council data has been sent form a personal email account they must notify the ICT Services Department immediately.

- When a councillor goes out of office, all Council information and applications will be removed from a mobile device in any manner necessary.

3.6.3.2 DEVICE MANAGEMENT SYSTEM

Councillor will agree to have councils device management system loaded onto their personal devices.

The software will must be loaded on all devices that hold council information and must not be removed unless instructed by the CIO.

This software ensures the protection of council data if devices are lost or stolen. It provides a facility to wipe all information from the device.

3.7 SECURITY AND REGULATION

3.7.1 MANAGEMENT OF ANOMALIES

(a) An anomaly is defined as detection of:

- a breach of security relating to the City's ICT Systems;
- sexually explicit or offensive material being found on the City's ICT Systems;
- excessive non-council use of the City's ICT Systems; or
- Any other breach of this Policy.

(b) All alleged anomalies may be investigated by the Chief Information Officer.

(c) The investigation will be conducted in accordance with the principles of natural justice which state that one must act fairly, in good faith, without bias and in a judicial manner. In short, not only should justice be done, but should be seen to be done.

(d) At the conclusion of the investigation a report of findings will be produced which contains:

- a description of the alleged anomaly;
- evidence gathered to verify or not verify the anomaly; and
- Conclusion as to the nature of the anomaly.

The report of findings will be provided to the CEO.

(e) Any breeches of this policy shall be considered under the "Councillor Code of Conduct"

3.7.2 SECURITY MEASURES

As critical business services, the City's ICT Systems must be protected from external and internal attacks. It is the Information Services Branch's responsibility to oversee, monitor, report and take corrective action in relation to security of the City's ICT Systems.

Councillors should note the following:

- (a) All Virus Warnings will originate from the Information Services Branch. This ensures all virus notifications are real and not a hoax.

Any attempt to disable security controls by Councillors will be considered a breach of this policy and reported immediately to the Chief Information Officer who will report this to the Chief Executive Officer.

The City's system blocks access to certain sites that are deemed inappropriate. Councillors who need to access to a blocked site for council purposes can send a request to ICT Helpdesk for access.

The City utilises various software for Virus e-mail and SPAM management. These products are capable of scanning both incoming and outgoing e-mail traffic, and will be setup to block or restrict:

- Emails containing executable programs, embedded macros and other potentially dangerous materials
- Emails containing explicit or inappropriate materials

Device Management Software will be loaded onto all equipment used for council business and must not be removed.

3.7.3 EQUIPMENT

All councillors will be provided with the following equipment

1. A Laptop Computer for the use of the Councillor 4 year term
(with Keyboard, Mouse, backpack and appropriate accessories)
2. Access to the Internet.
(with appropriate download capacity for council business)
3. A colour printer.
4. Standard Microsoft Office software being, word, excel, PowerPoint, publisher, Internet Explorer. Adobe Acrobat and Firewall, Antivirus software.
5. A portable hard drive for scheduled backups.
(It is the responsibility of the Councillors ensure their equipment is on for the scheduled backup to occur)
6. Mobile Telephone with online access to e-mail and calendar
7. Bluetooth mobile hands free car kit.
8. iPad or tablet

Councillors will be provided with the current standard council equipment determined from time to time as technology changes. All councillors will be provided with the same equipment unless an updated model is considered appropriate by the Chief Information Officer.

3.7.4 LOST / STOLEN EQUIPMENT

When reporting lost or stolen equipment the following procedure should be followed:

- During normal working hours Councillors are to immediately contact the ICT Service Desk (5320 5766)
- If out of normal work hours (i.e. outside the hours of 8:00am to 5:00pm Monday to Friday, excluding public holidays), Contact the Chief Information Officer.
- In the event that equipment is stolen the Councillor will need to obtain a Police report and forward this to the Chief Information Officer.

3.7.5 CARE OF EQUIPMENT

To fulfil any warranty obligations, equipment should be treated with extreme care and as such the following is required:

- Keep out of small children's reach

- Keep dry
- Do not use or store in dusty, dirty area
- Do not store in hot or cold area
- Do not attempt to open
- Do not drop, knock or shake
- Do not use harsh chemicals or paint
- Use only the supplied or approved replacement parts
- Not left in unattended cars in view of a person walking past

3.8 REPORTING

Telecommunication expenses will be costed to the Councillors expenses accounts, reference 'Councillors Expense Entitlement Policy'.

4 OCCUPATIONAL HEALTH AND SAFETY AND COMPUTER EQUIPMENT

Mobile phones must never be used while driving a motor vehicle unless an approved hands free car kit or an earpiece is employed. Even then, mobile phone users must take extreme care not to become distracted while using the hands free phone.

NOTE Under the Road Safety Act, hand held mobile phones are not be used while driving a vehicle. If using a hand held phone, park the vehicle safely before conversing. In the case of a personal hands free kit with remote control, or a complete hands free car kit where provided in nominated vehicles duration of calls are to be kept to a minimum. In the event of an extended call drivers would park the vehicle.

5 EXITING THE CITY OF BALLARAT

On a Councillor ceasing to be a Councillor under the Local Government Act 1989, the ex-Councillor must contact the Chief Information Officer to return all equipment. The Councillor may transfer their mobile phone number to a personal account that is held with Telstra.

6 REFERENCES AND RELATED POLICIES

Acts	Health Privacy Act 2001 Information Privacy Act 2000 Public Records Act 1973 Freedom of Information Act 1982 Spam Act
Regulations	
Codes of Practice	Principles of Good Public Sector Conduct
Guidance notes	
Australian Standards	
Related Councillor Policies	Councillors Code of Conduct Records Management Policy Practices & Procedure Manual Information & Health Privacy Policies Councillor Expense Reimbursement Policy