

## Use of Council's Information and Communication Technology Systems

### Head of Power

*Local Government Act 2009*

### **Related Legislation**

*Age Discrimination Act 2004 (Cth)*  
*Anti-Discrimination Act 1991 (Qld)*  
*Australian Human Rights Commission Act 1986 (Cth)*  
*Disability Discrimination Act 1992 (Cth)*  
*Information Privacy Act 2009 (Qld)*  
*Racial Discrimination Act 1975 (Cth)*  
*Sex Discrimination Act 1984 (Cth)*  
*Local Government Regulation 2012*

### Objective

The objective of this Policy is to provide a framework for the use of Council's Information and Communication Technologies (ICT) systems.

### Definitions

**Council** means Moreton Bay Regional Council.

**Council Information** means all information that Council holds.

**Councillor** means the Mayor and all Councillors.

**Employee** means all employees of Council, whether employed on a permanent, temporary, or part-time basis and includes volunteers and employees of businesses and entities contracted to provide services to, or on behalf of Council.

**ICT** means Information and Communication Technologies and includes equipment and facilities, networks, personal computers, laptops, mobile phones, printers and their operating systems and software.

**Interactive Services and Social Media** means media for social interaction using highly accessible and scalable communication techniques. The term specifically includes, but is not limited to, websites, applications and facilities such as "Facebook", "YouTube", "Twitter", "LinkedIn" and weblogs.

**Instant Messaging and SMS** means forms of real-time direct text-based communication between two or more people using personal computers or other devices, such as mobile telephones.

**Malicious Software or Malware** means software designed to damage a system and the data it contains, or to prevent the system from being used in its normal manner.

**Personal Use** means use of Council's ICT systems that is not for official Council business.

**USB Storage Device** means any portable storage device connected to Council's computer systems enabling the transfer of data (e.g. Flash Drive, Memory stick or External Hard Drive etc).

## **Application**

This Policy applies to the use of Council's ICT systems by Councillors and employees.

## **Policy Statement**

The use of ICT systems is an integral part of Council's daily operations. Council is committed to the appropriate use of ICT systems by Councillors and employees in accordance with relevant legislation and Council's corporate values.

### **Use of Council's ICT Systems**

Council's ICT systems must only be used for carrying out official Council business in accordance with this Policy including, but not limited to:

- (1) publishing and browsing on the internet (including intranet);
- (2) instant, direct and text messaging (including SMS and MMS);
- (3) accessing interactive services and social media (including weblogs or "blogs");
- (4) downloading or accessing files from the internet or other electronic sources;
- (5) sending and receiving e-mail;
- (6) accessing electronic bulletins/notice boards, discussion/news groups and "chat" facilities;
- (7) file transfer and file sharing;
- (8) video conferencing and streaming media;
- (9) subscribing to list servers, mailing lists or other like services;
- (10) copying, saving or distributing files;
- (11) viewing material electronically; and
- (12) printing material.

The sharing of Council Information with external parties should be limited to those methods as approved by the Information and Communication Technology Manager, i.e. through Council's Electronic Document and Records Management System (edrms) or other approved business system. USB storage devices are not recommended as a data-sharing tool as they are not backed up and may be subject to theft or loss.

### **Appropriate and Reasonable Usage Guidelines**

Reasonable usage is defined as business usage plus a level of incidental personal usage which must be infrequent and based on genuine need. Councillors and employees must ensure that the use of Council's Information and Communication Technology Systems is reasonable and cost-effective.

All usage is subject to monitoring for compliance with this policy (refer Monitoring and Privacy).

Inappropriate use of ICT systems includes any deliberate act of:

- (1) transmitting, communicating or accessing any material that could reasonably be perceived as discriminatory, harassment or vilification of any person on the grounds of:
  - sex;
  - relationship status;
  - pregnancy;
  - parental status;
  - breastfeeding;
  - age;
  - race;
  - impairment;
  - religious belief or religious activity;
  - political belief or activity;
  - trade union activity;

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- lawful sexual activity;
  - gender identity;
  - sexuality;
  - family responsibilities; and
  - association with, or relation to, a person identified on the basis of any of the above attributes;
- (2) transmitting, communicating or accessing any material that could reasonably be perceived as offensive, obscene, threatening, abusive or defamatory;
  - (3) transmitting, communicating or accessing any material for personal use or any purpose other than carrying out Council business without the prior permission of the relevant manager or the Chief Executive Officer;
  - (4) transmitting, communicating or accessing any material that could cause damage to Council's reputation;
  - (5) transmitting, communicating or accessing any material that is likely to infringe copyright or give rise to other legal liability;
  - (6) accessing, modifying or deleting another person's mailbox without their permission, including sending messages on their behalf;
  - (7) downloading software programs, utilities or software extensions without prior authorisation from Council's Information and Communication Technology Manager (this includes downloading animated/executable screen savers, games and utility programs but specifically does not include downloading files such as Word documents, Excel documents, Adobe Portable Document Format (pdf) files and the like which are required for Council's business purposes);
  - (8) downloading or distributing "pirated" (or stolen) software or data;
  - (9) using any file sharing or peer to peer software without prior authorisation from Council's Information and Communication Technology Manager;
  - (10) propagating any malicious software or malware;
  - (11) attempting to disable or overload any computer system or network, or to circumvent any system intended to protect the privacy or security of another user; or
  - (12) releasing Council information when the intended recipient is not automatically entitled without authorisation from the relevant manager.

**Monitoring and Privacy**

Council considers that monitoring the use of ICT systems is an important tool for safeguarding its interests and limiting its potential exposure to litigation resulting from inappropriate use. Councillors and employees should expect that their use of Council's ICT systems and devices will be monitored for compliance with this Policy.

To identify any inappropriate use of its ICT systems, Council implements the following measures:

- (1) software which monitors and records usage of ICT Systems;
- (2) security systems which record (for every individual user) each World Wide Website visit, chat, newsgroup or e-mail message and file transfer into and out of internal networks;
- (3) e-mails are automatically filtered for restricted attachments and file size. E-mails are also monitored for inappropriate content;

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- (4) a facility for managers to review officer internet activity and analyse usage patterns; and
- (5) a facility to monitor inputs and outputs to Council's eDRMS (Objective), including monitoring of home folders.

**Fixed Lines**

Councillors and employees may be provided with workplace access to a standard telephone service for conducting official Council business.

**Mobile telephone and Electronic devices**

The allocation of mobile telephones and other electronic devices (e.g smartphones, tablets and iPads) will be granted in circumstances where the relevant Director or CEO determines there to be adequate need and sufficient benefit to Council.

**Transferring Phone Numbers**

Council will consider the transfer of phone numbers in and out of Council's fleet if it is mutually beneficial to both parties.

**Loss, theft or damage**

Loss, theft or damage to electronic devices must be reported to Council immediately upon discovery. All replacement devices due to loss, theft or damage will require approval by the relevant Manager or Director.

Council may seek reimbursement from an employee for instances where reasonable care to prevent accidental damage has not been undertaken.

**International Roaming**

The Mayor, CEO and DCEO will have International Roaming providing access to data, calls and SMS on all Council-issued devices made available as required whilst travelling overseas. All other Councillors and employees may be granted access to International Roaming providing access to data, calls and SMS if travelling overseas with a Council-issued mobile device, as approved by the CEO.

**Risk Management**

Only mobile devices that meet Australian standards for exposure to radio waves will be issued to Councillors and employees. These devices are designed and manufactured not to exceed the limits for exposure to radio frequency (RF) energy set by the Australian Communications and Media Authority (ACMA).

Under Queensland State legislation it is deemed illegal to use a mobile phone whilst operating a motor vehicle. Hands free use is only legal if it requires no manual intervention to make or receive calls. Council accepts no responsibility for infringements and will not be liable to pay any fines, penalties or costs incurred.

**Related Documents**

This policy complements and is to be implemented in conjunction with other Council policies, directives and relevant documents published by other agencies including, but not limited to:

- Corporate Directive 2180-048 Use of Council's Information and Communication Technology Systems;
- MBRC Privacy Plan;
- Use of Information and Communication Technology Systems Agreement Form; and
- MBRC Code of Conduct for Employees.

### Review and evaluation

This policy will be reviewed for applicability, effectiveness, and consistency with relevant legislation, Council resolutions, and other Council documents. Reviews of this policy will occur as required, or at least once every four years.

### Responsibility

This Policy is to be:

- (1) implemented by the Information & Communication Technology Manager; and
- (2) reviewed and amended in accordance with the "Review Triggers" by the Director Finance & Corporate Services.

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