

Purpose

The purpose of this Policy is to establish guidelines for use of Shire of Boddington (Shire) IT facilities so as to ensure they are used in an appropriate manner.

Scope

This Policy applies to all Shire of Boddington employees and others to whom access to IT facilities has been provided.

Definitions

Term	Meaning
Policy	This Shire of Boddington policy titled "Use of Shire Information Technology (IT) Facilities for Employees".

Policy Statement

This Policy outlines the conditions governing the use of all Information Technology (IT) facilities provided by the Shire.

General Use

- The Shire reserves the right to, without notice, modify, upgrade, withdraw, or otherwise alter any facilities provided.
- The Shire has ownership of all files and email messages stored on Shire computers and reserves the right to examine all computer data and software on its facilities and to monitor usage in order to ensure compliance with this Policy.
- Users should respect the resource limitations of the IT facilities provided. Resources are not infinite.
- Any facilities provided are for the business purposes of the Shire. The Shire is not responsible for meeting any costs resulting from either misuse of facilities or the use of facilities for non-business related purposes.
- The Shire supports only those facilities which it provides for business purposes. Hardware, software, operating systems, and networking protocols not in use at, or provided and approved by, the Shire of Boddington IT Department, are not supported.

Storage

- All corporate information including correspondence, minutes of meetings, memos, file notes, reports etc. are to be stored in the Records Keeping System. This is consistent with the legislative requirements of the State Records Act 2000.

- Emails and faxes sent and received and of a corporate nature are to be captured and stored in the Records Keeping System. This is consistent with the legislative requirements of the State Records Act 2000.
- Corporate documents are not to be stored on desktop computers or on portable media. There are appropriate methods for storing draft and working documents within the Records Keeping System. Network drives are provided for non-corporate documents only and only limited quotas are allowed. It is the responsibility of each employee to understand what should be stored in the Records Keeping System and this information can be obtained from the Records Department.
- Only the network drives and corporate systems are backed up. Local drives are not backed up and users are responsible for any loss of data stored on local drives or on portable media.
- Duplication of data is to be avoided.

Installing Unauthorised Software or Files

- Users are not to purchase, install, copy, or use any software without prior written consultation with the IT Department.
- The use of any files that are subject to Copyright regulations that have not been authorised in writing for use by the Copyright owner are not permitted to be used or stored on Shire of Boddington systems.
- The installation and use of third party 'screen savers' is not permitted.

Access to Computer Facilities

- Users are to use only those facilities which they have been properly authorised to use by the relevant manager. Authorisation is to be provided to IT services in writing before access is provided and/or modified.
- Users are not to use any of the facilities provided by the Shire in such a way as to reflect negatively upon the Shire, either in part or as a whole.
- Users are not to use any of the facilities provided by the Shire in such a way as to achieve personal gain or to earn income external to their employment at the Shire.
- The playing of games on Shire computers is not permitted.
- Where the use of any IT facility is governed by a password, the password is not to be inappropriately divulged to any other person.
- Users are to take every reasonable precaution to ensure that their passwords, accounts, software, and data are adequately protected. It is recommended that no passwords are written down and kept at or near a user's desk.
- Any computer account or facility allocated to a user is for their exclusive use. The user is not to allow another person to use it without appropriate authorisation from management or IT services.
- Users are to comply with any directive (verbal, written, or electronic) from IT services relating to access to IT facilities.
- Users are to treat IT facilities and telephones with respect. Any wilful damage sustained to equipment is to result in the costs of repair being sought from the user of the equipment. Any damage sustained to equipment as a result of neglect may result in the costs of repair or

replacement being sought from the user of the equipment.

- Food and beverages are not to be consumed in close proximity to IT equipment.
- Users are to be aware that the use of mobile computing facilities may result in significant communications costs. When users do not have access to local call connections to the Shire, online time should be kept to a minimum. The Shire is not to be responsible for any excessive costs incurred. Next G devices are available for senior staff who have to travel and need internet access.
- Remote access to the Shire IT facilities is provided on a needs bases. Those seeking such access require approval in writing from their manager. Users with remote access are to take extra care in relation to security issues and report any breaches, or perceived breaches, of security immediately to IT services, and are to use passwords with at least eight characters containing a mixture of upper and lower case alpha characters and numbers.
- IT services reserve the right to perform system maintenance tasks outside regular Administration Centre working hours. Where abnormal maintenance tasks are planned, notification of the anticipated down time is to be communicated if possible. If an employee has a particular need for after-hours access to IT facilities, they are to liaise with IT services in advance to arrange access options.

Security

- Regardless of the prevailing security, or lack of security, users are not to access any data or software except data or software that belongs to the user or has been provided for their use, or is stored on a shared medium for which they have been granted access.
- Users are not to attempt to rename, delete, or modify data of another user without prior authorisation from IT services, except for data or files stored on a shared network facility or transferred in/out via a shared network facility, or unless under direction of their supervisor.
- Anti-virus software protection is provided at both server and desktop level. If a user suspects their machine has become infected with a virus or similar, they are to report the issue to IT services immediately.
- Users are encouraged to log out of their workstations when they are not in use. An auto-locking policy is in place that locks computer if not used for more than thirty minutes.
- Users are to correctly shut their computer systems down before finishing work each day, unless otherwise requested by IT.
- Users are to report to IT services, without delay, any breaches, either real or perceived, of security.

Voicemail

- Voicemail is a corporate resource for business use and serves to provide a minimum level of customer service when a telephone is unattended. Where possible, telephones should be diverted to another officer.
- The system is to be used for its intended purpose and is not to be used as a means of avoiding answering telephone calls.
- The legitimate use of voicemail is for cases where employees are out of their offices for short periods where phone calls would go unanswered. Voicemail should not be used to take calls when employees are on leave.

- Users are to work with each other to minimise the reliance on voicemail as much as possible. This is to ensure that a high level of customer service is maintained.

IT Support

- The Shire outsources the management of its IT systems to Wallis Computer Solutions. Part of this partnership involved the Shire establishing a Helpdesk system to enable users to request IT support. Employees should use this system to report problems or requests to the Shire's Senior Finance Officer. This system allows IT to attend to service calls in a fair sequence and by level of priority.
- Users are to understand that they are not to contact Wallis Computer Solutions directly. If the matter is a priority, the user should inform the Manager of Corporate and Community Services who is to contact Wallis Computer Solutions to ask for urgent support.

Internet and Email

- The provision of internet browsing facilities to a user is to be authorised in writing by the relevant manager.
- Email users are to check their email frequently, delete any unnecessary messages promptly and manage their email files wisely. Limits are set on mailbox sizes, therefore users are to make sure emails are registered into the Records Keeping System.
- When commencing leave, employees are to utilise the ability of the email software to forward incoming mail to the person who is acting in the position during their absence.
- Outlook Calendars are regarded as a management tool and are to be made available for other employees to review. Personal appointments can be marked 'private' so reviewers are not able to see the details of the content.
- Subject to the balance of this Policy, employees may use the internet access provided to them for:
 - Work related purposes;
 - Sending and receiving personal email messages, provided that if email messages are sent with a Shire of Boddington email address in the From or Reply header, a disclaimer is to accompany the email to the effect that the view of the sender may not represent those of the Shire of Boddington;
 - Accessing the World Wide Web, including social networking websites, for limited personal purposes during an employee's normal lunch breaks;
 - Utilising any other internet service or protocol for personal purposes after obtaining permission in writing to do so from the Shire's IT Department;
 - Email messages of a corporate nature that leave the Shire of Boddington destined for an external organisation are public records and are to be captured in the Records Keeping System. Any corporate email messages received are also to be captured in this manner; and
 - Use is conditional upon the personal use being moderate in time, not incurring costs for the Shire, and not interfering with the employment duties of the employee or their colleagues.
- Except in the course of an employee's duties or with the express permission of management, the internet access provided is not to be used for:
 - Personal commercial purposes or emails to advertise items;
 - Sending unsolicited bulk email such as advertising or announcement that are not related to Shire business;
 - Sending email that is inappropriate e.g. containing pornographic material, profanity, racial and sexual discrimination, forwarding of hoaxes, chain-mail, spam, harassing colleagues, or knowingly sending or forwarding virus-infected emails;

- Dissemination of confidential information of the Shire of Boddington;
- Any illegal purpose;
- Knowingly causing interference with or disruption to any network, information service, equipment, or any user thereof;
- Dissemination of personal contact information of employees without their consent;
- Knowingly causing any other person to view content which could render the Shire liable pursuant to equal opportunity or sexual discrimination legislation at the suit of that person;
- Knowingly downloading or requesting software or media files or data streams that are not related to Shire business;
- Sending emails that have documents attached, to multiple users within the Shire. Documents of corporate value should be registered in the Records Keeping System, and can be referred to in emails. If a document is not of corporate value, it can be stored on the shared drive and referred to in an email;
- The use of real-time messaging services such as ICQ, MSN, or Yahoo;
- Websites including but not limited to those of the following nature:
 - Games,
 - Personal shopping/auctions,
 - Entertainment,
 - Adult entertainment,
 - Pornography,
 - Personal internet email,
 - Chat rooms/channels, and
 - Social networking sites for personal purposes.

Example Disclaimer to be used

This email message, including any attached files, is private and may contain information that is confidential. Only the intended recipient may access or use it. If you are not the intended recipient, please delete this email and notify the sender promptly. The view of this sender may not represent those of the Shire of Boddington. The Shire uses virus-scanning software but exclude all liability for viruses or similar defects in any attachment.

Unacceptable Use and Consequences

The Shire keeps, and may monitor, logs of internet usage which may reveal information such as which internet servers have been accessed and the email addresses of those they have communicated with. The Shire does not engage in real-time surveillance of internet usage and does not monitor the content of email messages sent or received by its employees unless a copy of such message is sent or forwarded to the company by its recipient or sender in the ordinary way, and is not to disclose any of the logged, or otherwise collected, information to a third part except under compulsion of law.

Responsibility for use of the internet that does not comply with the Policy lies with the employee so using it. The employee is to indemnify the Shire for any direct loss, and reasonably foreseeable consequential loss, suffered by the Shire by reason of the breach of this Policy.

The Shire is to review any alleged breach of this Policy on an individual basis. If the alleged breach is of a very serious nature which breaches the employee's duty of fidelity to the Shire, the employee is to be given an opportunity to be heard in relation to the alleged breach, and if it is admitted or clearly established to the satisfaction of the Shire, the breach may be treated as grounds for dismissal.

Council reserves the right to refer an employee's use of Shire IT facilities to an appropriate law enforcement agency for alleged illegal use.

All alleged breach is to be dealt with as follows:

1. The employee is to be informed of the alleged breach and given an opportunity to respond

to the allegation. If it is not satisfactorily explained, the employee is to be asked to desist from or, where applicable, remedy the breach.

2. If the breach is not desisted from or remedied, the Shire may withdraw the employee's access to the internet or provide a first warning, to which the employee is to have an opportunity to respond.
3. If the infringing conduct continues, the employee may be given a second and a third warning. To each of which they shall have an opportunity to respond.
4. If a breach is committed after a third warning, the employee may be dismissed.

Responsible Officer	Manager of Corporate and Community Services
History	Adopted 15 December 2015 (Resolution 129/15) Amended 23 March 2023 (Resolution 25/23)
Delegation	
Relevant Legislation	State Records Act 2000
Related Documentation	