MEMBERS ICT SCHEME

Including Internet Usage Policy

(For Members who access IT through PCs or laptops supplied via the NPT Home IT Scheme, their own IT equipment or via PCs in the Members' Rooms)

December 2015

Democratic Services and ICT Division

The Helpline numbers below are for those Members on the NPT Home IT Scheme. Please identify yourself as a Councillor on the Scheme when making your enquiry/request.

Office Hours Helpline: 01639 686767

Monday to Thursday: 8.30am – to 5.00pm
Friday: 8.30am – to 4.30pm

Email: member.help@npt.gov.uk

Out of Hours Helpline 07815 795220

Monday to Friday: 5.00pm to 9.00pm
Saturday & Sunday: 10.00am to 4.00pm

Introduction:

(1)   The Welsh Government requires local authorities, and Councillors to embrace e-government – the use of information and communication technologies to improve the activities of public sector organisations.

(2)   Councillors are required to have access to ICT facilities for the following purposes:-

- ➤ to have publicly available e-mail addresses to enable constituents to contact their Councillors at any time;

- ➤ to allow Councillors to keep in contact with their constituents, the authority, each other, and the outside world, which increasingly employs ICT to communicate;

- ➤ to allow Councillors to access Council held information at any time to aid their ability to perform as a Councillor and for the benefit of their constituents.

(3)   All Councillors in Neath Port Talbot have publicly available Council e-mail addresses in the following format: "cllr@npt.gov.uk". Based on information and guidance from the Information Commissioner that a distinction between a councillor's personal information and Council information must be maintained, you must use this e-mail address for all Council-related business.

Members IT in NPT:

(4)   **Some Members do not have any IT at home:** In these cases Members have access to PCs at the Civic Centres. These Members are reminded that e-mails from members of the public could be held in their "cllr@npt.gov.uk" e-mail address. A user ID and password has been created for each member – if Members are not aware of these details, or wish to change to Home IT they should contact Democratic Services .

(5)   Some Members have their <u>own</u> home PCs or laptops:

➢ These Members are responsible for purchasing their own equipment and broadband connection. They must also make arrangements for upgrade and/or renewal of machines/components, the supply of consumables, etc. Where a Member wishes to access the Council's network, the Member's equipment must be suitable for the purpose and must have appropriate software e.g. Anti-Virus, etc. **If members require any advice or guidance on appropriate software they should contact Member IT Support (details are on the front cover)**

➢ Due to the fact that, in this scenario, Members are using their own equipment, they are responsible for all fault finding, servicing and back-up arrangements. ICT support will be limited to connection arrangements and any problems accessing the Council's network. No ICT support will be available for any other software or hardware problems.

➢ These Members will normally have personal e-mail addresses. Members with a broadband connection can, with the assistance of the ICT Division, access the Council's network to utilise the many services available, including access to public and private Committee Documents and their "cllr@npt.gov.uk" e-mail account. Members who do not have a home broadband connection will only be able to access these facilities at the Civic Centres.

➢ Members should regularly check their "cllr@npt.gov.uk" e-mail inbox on the Council's services site as senders might assume they are able to make contact through this address. Note also that if Members have a broadband connection at home and, through this, access the Council's network, they must utilise the "cllr@npt.gov.uk" address for all their Council work and this address should be publicised as their prime Council contact address. This account will then be supported by the ICT Division who will ensure that adequate security is in place and that confidential e-mail remains confidential.

(6) The remaining Members have <u>Council-owned home PCs or laptops</u>:

➢ Members who join the NPT Home ICT Scheme must sign up to remain with the scheme for the duration of their term of Office (currently up to May 2017 unless they cease to be a Member during that period). Once joined, there is no opt-out provision.

➢ Those on the NPT Home ICT Scheme will receive all relevant equipment. All equipment supplied to Members for the purpose of the Home IT Scheme remains the property of the Council and must be returned when the Member ceases office.

➢ Connection to NPT services will be via the Member's own Broadband connection.

➢ The Scheme also includes appropriate software i.e. Anti-virus, etc, equipment upgrade reviews, software renewal, plus support from the IT Division in respect of servicing/back-up, etc (incl. helpline & out–of–hours call facility).

➢ Saving of Work: whether working from home or the Members' Rooms PCs, any documents created under NPT Services (i.e. using Word, Excel etc), will be saved to a Council server where they will be automatically secured each evening. **For security and confidentiality reasons, all work undertaken as part of a Member's NPT duties should be saved in this way**. Personal work may be saved to the hard drive of the desktop PC or laptop <u>but will not be automatically backed up by the IT Division, therefore Members will need to ensure this work is backed up to, for example, CD, memory stick or a Cloud service.</u>

➢ **Security of Equipment and data: Members are expected <u>at all times</u> to ensure the safekeeping and utmost security of all Council-owned IT equipment and Council-related information. This includes the prevention of damage, theft or loss of the equipment and the unauthorised access/copying of information held on, or available through, the device. This provision is particularly pertinent in the case of laptops and iPads due to their portability and appeal to opportunist theft. Members should note that they often have access to very sensitive information which should not be allowed to fall into the hands of unauthorised persons.**

- As stated previously, Members have a "cllr@npt.gov.uk" e-mail address. Note that this e-mail address should not be used by Members for personal purposes. As well as the corporate e-mail address, any Member can, at no extra cost to themselves, have their own personal e-mail address (most broadband providers now allow several extra e-mail addresses with each account).

- Members should undertake appropriate IT training provided by the Council. Please contact Democratic Services for details.

- To facilitate use of the Modern.Gov system that has been installed to improve access to the Council's Committee business, members wishing to operate Modern.Gov as an alternative to receiving information through traditional channels will be eligible for an iPad, additional to the laptop/desktop PC that they opted for at the beginning of their term of office.

What is available when Member's Connect to the Authority?

(7) The services available when members connect to the Authority will vary depending upon the method used to connect. The current ways to link to the Authority are:

- Using the computer in the Member's Room

- Using a remote connection from home

- Using an iPad

The services available from the Member's Room and from the Member's home will be the same, the difference being the way the connection is established. From home the Member will be required to use two factor authentication (a fob) to make a secure connection whilst from the Member's Room, Members will only need to use their user id and password. When connected the Member will be able to access:

- Microsoft Office – Word, Excel, Powerpoint, Publisher, Outlook/email

- The Council's Intranet – an array of information including staff contact information, corporate policy, etc.

- ➢ Member's Hub – Containing Member's Seminar information, key documents, resources, Consultations, etc.

- ➢ Modern.Gov – Committee Documents, Committee Membership, etc

- ➢ Electoral Register Search Facilities

- ➢ Secure document storage area

When using an iPad the services available to Members differ. The iPad makes information available to Members not only at home but also on the move and within meetings. The iPad allows Members to:

- ➢ Securely receive and send email from their corporate email address

- ➢ Access the Modern.Gov Application – which allows Members to securely access Committee Documents (including restricted documents) and to annotate those documents

- ➢ Access the Authority's Intranet Site – where an array of corporate information is available

- ➢ Securely store documents within the iPad

- ➢ Access the Internet for research, etc

- ➢ Download and install applications which could aid them to carry out their Member duties

Personal Use of Council PC/Network:

(8) **Personal use of a Council home PC, laptop or iPad** is permitted, subject to the provisions in this document and the Internet Usage Policy Note. However, the Council's network should not be accessed or used from home for personal use (this applies equally to Members with their own PC or laptop).

(9) **When on a Council home PC or laptop,** the opening screen will not only allow access to the Council Services area but also to various other services. It is these other services e.g. Internet, personal e-mail, Word, Excel etc., that a Member is able to use for personal purposes. Note also that such personal use of, for example, Word or Excel, would involve local storage on the PC hard disk i.e. not a Council server. Members could also use a CD or USB memory stick for personal storage. **Members should not load any personal software on a Council PC or laptop without first contacting the IT Division – this includes applications from the Internet (see also Page 12 of this document re: copyright and software downloads).**

(10) **For PCs in the Members' Rooms**, Members can make personal use of the Internet (except for the unacceptable activity laid down in the Internet Usage policy). This includes access to personal e-mail. The PCs should not otherwise be used for personal purposes i.e. Members must confine usage of these machines to their role as a Councillor or related political activity. Note that any documents created on these machines using, for example, Word or Excel, will be saved to a Council server.

(11) **All Members should note** that the Council's e-mail address must not be used for personal purposes.

General Advice on Security:

(12) **Password Advice:**

 ➢ Passwords should never be divulged to anyone.

 ➢ Passwords should not be written down.

 ➢ Passwords should be at least 7 characters long, mixed case and contain at least 1 number.

 ➢ If a Member believes a password has been compromised it should be changed immediately. Please contact the Member Support Helpline if assistance is required to change a password.

(13) Computer Viruses:

➢ Viruses are common and can, in some instances, cause considerable damage to a system or network. The following actions should be taken in defence:

o If Members are unsure about software installed on their NPT machine or if any program or email causes concern they should contact the Member Support Helpline immediately.

o If a Member believes a virus has found its way onto a NPT machine, the machine should be left as it is and the Member Support Helpline should be contacted immediately.

➢ Members must not attempt to disable any anti-virus software on NPT machines.

(14) Confidentiality:

Members must ensure that sensitive/confidential information is treated in the strictest confidence. No Authority-related sensitive information should be stored locally (on a PCs hard drive or USB stick). It is more secure if all Council documents are stored on Council servers.

(15) Mobile Device Security:

➢ **Mobile devices (such as laptops, BlackBerrys, etc) can be of great benefit to Members and employees but they also pose a very real threat to security of information. Members who use mobile devices should, if possible, ensure that <u>no sensitive information</u> (including person identifiable information) is stored on the device.**

➢ **The device must be <u>safeguarded</u> against loss or theft but also against unauthorised persons looking at the information held on the device**.

Advice and Help on the use of NPT Services/Internet:

(16) Policy and Advice for Members in relation to Internet Usage: this is included as Annex 1, to this document. This is a particularly important document to read through and observe.

(17) IT Training is available for all Members. Please contact Democratic Services for details on 01639 763300 (x3300) e-mail democratic.services@npt.gov.uk

(18) Member Help lines are shown on the front of this document. Members may also e-mail the helpdesk on member.help@npt.gov.uk (this address is already in the contact list on your PC).

(19) Problems/Technical Enquiries - Any Member who is not satisfied with the service received or is experiencing problems which are not being addressed should contact the IT Officers below:

Stephen John, Head of ICT
01639 686218 (x6218) e-mail: s.john@npt.gov.uk

Ian John, ICT Business Relations Manager
01639 686036 (x 6036) e-mail: i.f.john@npt.gov.uk

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(20) Other Assistance - If a Member wishes to discuss the provision of Members IT generally, they may contact:

Rhys George, Electoral and Democratic Services Manager
Tel No. 01639 7633719 (x3719) e-mail: r.j.george@npt.gov.uk

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Neath Port Talbot County Borough Council
Cyngor Bwrdeistref Sirol Castell-Nedd Port Talbot

Policy and Advice to Members

in Relation to Internet Usage

December 2015

Purpose of this Document

This document updates and replaces the earlier versions of the Internet Security Policy. Its purpose is to assist in making legitimate use of the Internet in the course of County Borough Council business as effective as possible, and to define acceptable and unacceptable uses of the Internet by Members.

Like any resource, use of the Internet should be limited to legitimate purposes and is governed by rules of conduct similar to those applicable to the use of other resources. Whilst proper use of the Internet is to be encouraged, there are serious legal risks, both to the Authority and to individuals, arising from misuse or the unintended consequences of actions taken.

Connection

Connection to the Internet via broadband at home will be by way of contract between the Member and supplier. If required, the IT Division will assist Members in connecting to the Council's network. Internet access is also available in the Members' Rooms at Civic Centres.

Acceptable Uses

Uses that are <u>acceptable</u> and encouraged are:

✓ Communications and information exchanges directly relating to the aims and business of the Authority.

✓ Use for research, analysis, advisory, professional or development activities related to official duties.

Personal Use

Personal Internet use on a Council PC at home is permitted, subject to the provisions below, and those specified under "unacceptable uses". However, the Council's network should not be accessed or used from home, for any personal use - this equally applies to Members with their own PC's at home.

It is important to note that Members are responsible for the use (or misuse) of the Internet from the Council's PC or laptop or using the Authority's Internet connection from Members' own machines.

Members using a Council PC in Council Offices can, subject to the "unacceptable uses" provisions below, make personal use of the Internet, including access to personal e-mail.

However, Members should not use the Council e-mail address nor conduct commercial business or activity for personal gain whenever on the Council's network. The Council's e-mail address should not be used by any Members for personal purposes - a personal e-mail address should be set up for this purpose.

Unacceptable Use of the Council's Equipment/Network

Uses that are unacceptable involve the access, use, submission, publication, display, downloading or transmission of any information which:

✖ Violates any of the Authority's regulations, policies or procedures.

✖ Violates or infringes on the rights of any other person, including the right to privacy.

✖ Contains defamatory, false, inaccurate, abusive, obscene, pornographic, profane, sexually oriented, threatening, racially offensive, or otherwise biased, discriminatory, or illegal material.

✖ Restricts or inhibits other users from using the system or the efficiency of the Authority's computer systems.

✖ Results in the unauthorised editing of the Authority's web pages.

✖ Encourages the use of controlled substances or uses the system for purposes with criminal intent.

✖ Uses the system for any other illegal purpose.

✖ Solicit the performance of any activity that is prohibited by law.

✖ Conduct any unapproved business

✖ Transmit material, information, or software in violation of any law.

✖ Make any unauthorised purchases or commitments in the name of the Authority.

All Internet users on the Council's Network should bear in mind that a continuous and complete record of all Internet activity, including email, is maintained in respect of all users when connected to the Internet via the Council's Data Network. The same legal considerations apply to Internet misuse as to the misuse of other Council facilities. Internal Audit will, from time to time, undertake monitoring and investigation of such activities. The I.T. Division will also undertake investigations when requested to do so.

Copyright

Users may download copyright material for legitimate business purposes. However, the use of such material must be strictly in compliance with the author's copyright conditions or current copyright law.

All software downloads when using Council equipment must be authorised by the I.T Division and must comply with corporate IT policies and standards. Any applicable licence conditions must be complied with.

Internet Usage Consent

All users of the Internet and/or corporate email must be aware that all activity on the Council's Data Network is the property of the Authority and that, therefore, no such activity can be considered private.