

MEMBERS ICT SCHEME

Including Internet Usage Policy

***(For Members who access IT Equipment
supplied via the NPTCBC Home ICT Scheme or
via fixed IT in the Members' Rooms)***

March 2017

Democratic Services and ICT Division

The Helpline numbers below are for Members who require assistance when using their IT. Please identify yourself as a Councillor 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.
- (4) To ensure the right level of support is offered to all elected members, equality screening sessions will be offered to all Members as part of their initial induction. The objective of the screening is to identify Members at a very early stage who may have disabilities or other needs where the provision of specialist technology may be of assistance in carrying out the role of Councillor. This will ensure that additional measures are put in place to assist individual Members, where necessary, with additional support and advice provided via the UK Government’s ‘Access to Work’ scheme.

Members IT in NPT:

(5) All Members have access to fixed IT at the Civic Centres. If Members are not aware of these details, or wish to take advantage of Home IT they should contact Democratic Services .

(6) **Members who have Council-owned equipment:**

- Those on the NPT Member ICT Scheme could receive:
 - Personal Laptop and Carry Case
 - Separate Screen, Keyboard and Mouse
 - iPad with keyboard cover and mobile connectivity
 - Access to Secure Council email on a Personal Mobile Phone Device (on request)
 - Home Printer/Scanner/Photocopier
- 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.
- Outside corporate buildings the connection to NPT services will be via the Member's own Broadband connection or any other publically available Wi-Fi service.
- The Scheme also includes appropriate software i.e. Anti-virus, etc, equipment upgrade reviews, software renewal, plus support from the IT Division via a helpline & out-of-hours call facility.
- Saving of Work: whether working from home or the Members' Rooms fixed IT, any documents created under NPT Services (i.e. using Word, Excel etc), should 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 laptop 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.

- **Security of Equipment and data: Members are expected to ensure the safekeeping and 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.
- Members should undertake appropriate IT training provided by the Council. Please contact Democratic Services for details.
- To facilitate the use of the Modern.Gov system that has been installed to improve access to the Council’s Committee business, Members are encouraged to use Modern.Gov as an alternative to receiving information through traditional channels. Members who elect to access their committee papers via Modern.Gov and who confirm that they have opted to do this in place of receiving summons’ to their residential address will be eligible for an iPad, additional to the laptop that they opted for at the beginning of their term of office. It will be the presumption of the Council to continue to support this scheme as part of its ongoing commitment to the Authority’s ‘Digital By Choice’ policy agenda.

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 fixed ICT facilities in the Member's Room
- Using Council provided Wi-Fi connection
- Using public Wi-Fi services
- Using a remote connection from home
- Using an iPad
- Using a personal smart phone

When connected via a laptop, or the fixed IT in the Member's Room, 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 and using the mobile capability of the device allows access to information whilst Members are on the move and also 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 (including access to the Members Knowledge Hub).
- Securely store documents.
- Access the Internet for research, etc
- Download and install applications which could aid them to carry out their Member duties

Personal Use of ICT:

- (8) **Personal use of a Council laptop or iPad** is permitted, subject to the provisions in this document and the Council's Internet Usage Policy.
- (9) **A Council laptop** will allow access to the same information and applications as the fixed IT within the Member's Room. This includes Internet, Word, Excel etc., and Members are able to use these facilities for personal purposes. It should be noted that such personal use of, for example, Word or Excel, should involve local storage on the laptop 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 laptop without first contacting the IT Division – this includes applications downloaded from the Internet.**

(10) For fixed IT 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 fixed IT 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:
 - 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.
 - 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 laptop hard drive or USB stick). It is more secure if all Council documents are stored on Council servers.

(15) Mobile Device Security:

- **Mobile devices 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 no sensitive information (including person identifiable information) is stored on the device.**
- **The device must be safeguarded against loss or theft but also against unauthorised persons accessing 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 included in the contact list on your laptop).

- (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

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

Karen Jones, Head of Corporate Strategy and Democratic Services Tel No 01639 763284 or e-mail: k.jones@npt.gov.uk

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

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

**Policy and Advice to Members
in Relation to Internet Usage**

March 2017

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 acceptable 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 laptop at home is permitted, subject to the provisions below, and those specified under "unacceptable uses".

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

Members using a Council laptop 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.

Social Media

All Members are reminded to ensure that they adhere to the separate guidance in relation to their usage of Social Media platforms during their term of office.