

USE OF INFORMATION TECHNOLOGY FACILITIES

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1. OBJECTIVE

To ensure that information technology facilities usage is consistent with City of Karratha business operations.

2. PRINCIPLES

It is the policy of the City of Karratha to maintain guidelines on the proper use of its information technology facilities and resources.

Usage of information technology facilities is bound by the document titled "[Conditions of Use Information Technology Facilities](#)".

This document will be amended under delegated authority of the Chief Executive Officer to reflect emerging industry standards and appropriate local authority trends.

3. CONSEQUENCES

This policy represents the formal policy and expected standards of the City of Karratha. Appropriate approvals need to be obtained prior to any deviation from the policy. Elected Members and Employees are reminded of their obligations under the Council's Code of Conduct to give full effect to the lawful policies, decisions and practices of the City.

4. ROLES AND RESPONSIBILITIES

All Councillors and Staff are to be fully conversant with the "[Conditions of Use for Information Technology Facilities](#)" document that states the expectations of staff using the City's IT resources. The IT resource is a significant tool of trade for the City's operations and infrastructure network. Protection from mis-use of public resources or exposure to corruption needs to be paramount in the custody of all Users. It is incumbent on all Users to ensure that the equipment is used in accordance with the manufacturer's specifications and as per instructions from the City's Information and Communications Department.

5. REFERENCES TO RELATED DOCUMENTS

- Conditions of Use for Information Technology Facilities

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Responsible Officer:	Manager Information Services

This Policy takes effect from the date of adoption by Council and shall remain valid until it is amended or deleted.

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1. Introduction

This document details the guidelines for the proper usage of City of Karratha IT facilities, including but not limited to:

- Desktop computers and devices
- Mobile devices such as laptops, tablets, iPads and smart phones provided by the City
- Personally-owned devices that are connected to the City's resources
- Network, server, storage and cloud resources

2. Purpose

To provide a clear position that:

- The use of IT facilities must be consistent with City of Karratha business objectives.
- Improper use of the City's IT facilities will be addressed in accordance with this policy.
- The intent of these guidelines is to safeguard the organisation from misuse of IT facilities.

3. Responsibilities of the Chief Executive Officer

The Chief Executive Officer is required to:

- a) Ensure as far as practicable, that Councillors and Managers are aware of Council adopted policy CI-03 Use of Information Technology Facilities Policy and addendum document CI-04 Mobile Device Usage Policy
- b) Exercise managerial responsibilities in addressing breaches and non-compliance.

4. Responsibilities of City of Karratha Employees, Councillors and Contractors

Employees, Councillors and Contractors are responsible for the proper use of the City's IT facilities. Employees, Councillors and Contractors are expected to familiarise themselves with the responsibilities associated with IT facilities they are authorised to use.

Employees, Councillors and Contractors are required to ensure that IT facilities under their control are protected from theft, damage, loss, unauthorised access and any other form of abuse or improper use. Employees, Councillors and Contractors are responsible for their computer accounts and computer account passwords. Passwords and account rights are unique to an individual and must not be given out to anyone else, including persons in their department or managers.

This policy covers the usage of all City of Karratha IT devices and electronic data exchange facilities, including but not limited to:

- Internet and intranet
- Electronic Mail
- Network attached and standalone computing devices
- Mobile IT devices
- Data storage and receive systems
- Computing systems

4.1 Network Etiquette

All users of IT are required to abide by the generally accepted rules of etiquette. These include, but are not limited to the following:

- a) Compliance with the City's policies and standards for codes of conduct.

- b) Not engaging in activities, which are prohibited under State or Commonwealth law.
- c) Not using IT in such a way that disrupts the use of IT for others.

4.2 Electronic Mail

In addition to the above network etiquette, electronic mail users should also observe the following practices to avoid excessive load on the email server, and in consideration of other email users:

- Avoid distribution of junk email
- Consider the ease of reading when compiling and forwarding email
- Utilise the City's email archiving solution rather than saving emails
- Delete emails older than 12 months from sent and in boxes
- Empty the deleted items folder on each exit from Outlook

Users may receive phishing emails. Users are expected to be alert to suspicious emails. It is the user's responsibility to be mindful of such emails and not to respond to requests for replies, click on links or enter information into forms from such emails. It is the user's responsibility to delete such emails and report the receipt of the phishing email to ITServiceDesk.

Users may receive material which is controversial and which they may consider inappropriate or offensive. It is the user's responsibility to delete such emails and report the receipt of the offending email to ITServiceDesk.

4.3 Internet Users

The City of Karratha will determine appropriate use and may restrict, deny, revoke, suspend or close any users Internet access at any given time for any reason.

Encounter of Controversial Material

Users may encounter Internet material which is controversial and which they may consider inappropriate or offensive. It is the user's responsibility not to initiate access to such material. If the user has a concern regarding this, they should contact their Manager.

No Warranties

The City of Karratha is not responsible for any damages a user suffers as a consequence of Internet access or the result of a computer use session. Use of any information obtained via the Internet is at the user's own risk. All users need to consider the source of any information they obtain, and consider how valid that information may be.

The City of Karratha is not responsible for the content of any online service, either its accuracy, authoritativeness, timeliness or usefulness. The City shall accept no responsibility for any damages arising from the use of its connection to online services. Similarly, the City cannot be held responsible for breaks in service due to technical problems. The nature of the Internet means that some or all services will sometimes not be available without prior notice.

4.4 Conditions of Internet Use

Access and use of the Internet and other online services is under strict conditions of use. Breach of any conditions will result in being removed from using the services and reported to line management where appropriate.

In accordance with the WA Censorship Act 1995, Division 6 – Computer Services, a person must not use Council computers to:

- Transmit or store an objectionable¹ article or material;
- Obtain, store or send an objectionable article or material;
- Advertise an objectionable article or material is available for transmission;
- Request the transmission of an objectionable article or material.

There are Penalties for the above offences under the *WA Censorship Act 1995*.

4.5 Conditions of Remote Access / Working from Home

The City's email system is available via the internet using OWA (Outlook Web Access), available from a link at the bottom of the City's website. Access is password protected using standard windows credentials.

The City's IT systems are available remotely and/or from personal devices using Remote Desktop. Access is password protected using standard windows credentials.

Personal devices used to access the City's systems should be strong password protected and City of Karratha login credentials (username/password) not saved on the device. Standard City of Conditions of Use of IT Facilities apply while accessing City of Karratha systems remotely and/or on personal devices.

4.6 External Transfer of Large Files

Files that are to be transferred between the City's network and external organisations that are too large for email are to be securely transferred using the City's DropBox facility. ITServiceDesk will assist to ensure appropriate security and subsequent storage of the files.

4.7 Security Practices

Users are responsible for security employing security practices to protect City of Karratha information and IT resources. The following actions are expected as a minimum:

- Use a complex password or PIN on all devices, including mobile devices
- Do not re-use a password for City devices/accounts that you use outside of the organisation
- Do not send sensitive or classified information to external parties unless it is appropriately protected
- Do not send City information to private email accounts
- Lock computers when not in use to prevent unauthorised use by others
- Do not download, install or run unauthorised programs or utilities.

4.8 Records Management Procedures

All electronic documents are subject to the same records keeping requirements as hard copy documents. Users are to ensure that electronic documents and emails are managed according to the City's Records Keeping Plan and in accordance with records procedures.

Electronic Mail

- a) When you send work related Email it is your responsibility as the author, originator or editor to ensure that the work related Email (plus attachments) are included as part of your records keeping practice. City employees must use the approved templates, formats, branding, and look and feel.

¹ Objectionable material includes: Any media classified RC or refused publication, material that a reasonable adult person would find offensive.

- b) Ensure meaningful information is entered in the subject field of Emails. This will assist recipients and improved retrieval at a later date.
- c) Emails retained as records must include the details:

To: (Recipient, Recipients, Group, Carbon or Blind Copy)
From: (Sender)
Date and Time
Subject
Body of Message

4.9 Legal Obligations

Users should be aware that electronic mail communications from the City is analogous to a letter printed on a letterhead and therefore is subject to the same legal, privacy, and records management obligations as communication sent by conventional mail.

In particular, users should be aware that electronic documents are subject to Freedom of Information legislation.

Privacy Issues

All information held by the City in any electronic or manual system is the property of the City. The computer system and information technology infrastructure is the private property of the City of Karratha. It is for authorised business use only. Users have no explicit or implicit expectation of privacy. Any or all uses of the system and all files on the system may be intercepted, monitored, recorded, copied, audited and inspected if required.

By using the IT facilities, systems and services, users consent to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorised Executive staff. Unauthorized or improper use of the facilities and systems may result in civil and criminal penalties and administrative or disciplinary action, as appropriate.

5. Software Copyright

Copyright is a set of exclusive rights conferred by law on authors of original material. Such material includes literary works, dramatic works, films, records, television broadcasts and the like. Original computer software comes within the definition of "literary work" in Section 10(1) of the Copyright Act 1968 and the Copyright Amendment (Re-enactment) Act 1993. In Australia, the Copyright Act 1968 is the sole law conferring copyright.

All software has copyright. Software programs, whether public domain ("freeware"), "shareware", a commercial application, or developed by a Government Agency, will come within the definition of a "computer program" in the Act and will thus qualify as a "literary work" under the Act.

Employees, Councillors and Contractors shall only use software that has been approved by the Information Technology department and that has been legally obtained. Employees, Councillors and Contractors shall not, without authority, copy, install or distribute any software.

Breaches of copyright legislation could attract penalties and prosecution.

6. Acceptable Personal Use of IT Facilities

While IT facilities are provided for City business purposes, limited personal use is permitted. Acceptable personal use could include, for example, the preparation of lost and found notices or messages dealing with social activities such as the results of staff events and functions. Personal messages will not be afforded any priority treatment or consideration.

Personal use of IT facilities must not interfere with core business operations, and accordingly the City may choose to set limits on acceptable personal use. This stipulation applies equally to all IT facilities.

Information entered on any City computer, or recorded on any City storage system becomes the property of the City of Karratha. This includes information of a personal kind. The City reserves the right to access any part of its IT facilities, for any purpose, even if a person has recorded personal information on it. The City may choose to copy or delete personal messages or files. It also reserves the right to disclose personal messages for the purpose of addressing suspected violations of this policy or for any legislative requirements or City of Karratha human resources investigations.

7. Improper Use of IT Facilities

The improper use of IT facilities may compromise the City's business objectives, expose the organisation or Council to unfavourable publicity and breach the rights of other employees under legislation such as the Sex and Race Discrimination Acts. Employees, Councillors and Contractors therefore have an ethical and legal obligation not to use the IT facilities improperly.

Without limiting its definition, the improper use of IT facilities may entail one or more of the following:

- Use, which is inconsistent with the City's business purposes.
- Use which is outside the scope of an Employees, Councillors and Contractors authority or given job description / engagement.
- Use which is contrary to City IT configurations and IT guidelines.
- Use which is contrary to broader requirements of employees such as conditions of employment, the Public Service Act and Regulations, anti-discrimination legislation, City of Karratha policies, and the code of conduct etc.

Penalties for Improper Use

- a) Any user violating this code of practice will face applicable state and federal laws, City disciplinary options and/or the governing Local Government statutory watchdog the Corruption and Crime Commission.
- b) In addition, any unauthorised access or attempted access to any computing and/or network system is a violation of Australian law and is subject to Police referral and criminal prosecution.

7.1 Examples of Improper Use

In this context, improper use of IT facilities includes, but is not limited to, the following examples:

- a) Changing computer, laptop, iPad, software or hardware settings set by computing staff.
- b) Violating any laws covering the use of computing facilities or networks.
- c) Using IT facilities for purposes other than those for which they were intended.
- d) Using IT facilities outside the scope of an employee's authority.

- e) Using, or knowingly allowing another to use, any part of IT to devise or execute any artifice or scheme to defraud or obtain money, property, services or any other benefit by untrue representation.
- f) Using any part of the City IT facilities to conduct any business or other activity for commercial purposes or financial gain.
- g) Introducing by any means unacceptable material onto IT facilities.
- h) Storing unacceptable material on any part of IT facilities.
- i) Dispatching unacceptable material using City IT facilities.
- j) Camouflaging, in any way, unacceptable material stored or maintained on City IT facilities.
- k) Harassing or threatening other users or interfering with their legitimate access to IT facilities.
- l) Degrading, disrupting or otherwise interfering with City of Karratha IT facilities.
- m) Attempting to test, bypass or defeat any security safeguard established to protect City of Karratha IT.
- n) Circumventing or attempting to circumvent assigned limits, procedures or privileges.
- o) Without authority, destroying, altering, dismantling, disfiguring, preventing rightful access to, or otherwise interfering with, the integrity of any part of City's IT facilities.
- p) Without authority, invading the privacy of any employee.
- q) Without authority, accessing, disclosing or removing third-party proprietary information.
- r) Printing excessive or unreasonable amounts of personal documents.
- s) Printing unnecessarily excessive or unreasonable amount of documents in colour.

7.2 Unacceptable Material

Improper use includes the entry, storage and transmission of unacceptable material. Unacceptable material includes but is not limited to:

- a) Material that breaches the requirements of anti-discrimination legislation such as the Racial Discrimination Act 1975, the Sex Discrimination Act 1984 and the Disability Discrimination Act 1992
- b) Unauthorised written or pictorial material, including material a reasonable person would consider offensive, harassing or obscene
- c) Very large files
- d) Chain mail
- e) Unauthorised executable files
- f) Religious, political or pornographic material
- g) Any material that violates copyright legislation.

Conditions of Use for Information Technology Facilities

Conditions of Use Agreement

I, (block letters),
have read, understood and agree to abide by the Conditions of Use for information
technology facilities. I agree to use the City's IT facilities, systems and resources
lawfully and in accordance with this policy document, and if required to co-operate with
human resources investigations.

I acknowledge that I have been given, have read and understand my obligations in
accordance with the 'Conditions of use for information technology facilities' document.

I will abide by IT computing procedures and configurations and take reasonable
precautions to help to protect the integrity and security of the City of Karratha systems
by using good quality complex passwords.

Signature: _____

Date: _____