



**Light
Regional
Council**

Information Communication & Technology Acceptable Use Procedure

Reference Number:	Section 6 No. 20
Responsible Department:	Business & Governance
Related Policy/Procedure:	2.2 Elected Members Code of Conduct 6.17 Social Media Policy Information and Records Management Policy
Date of Adoption:	28 February 2023
Current Review Date:	December 2024
Resolution Number:	OCM-2023/034
Version Number:	Original
Applicable Legislation:	Broadcasting Services Amendment (Online Services) Act 1999 Copyright Act 1968 Local Government Act, 1999, Section 78 State Records Act 1999
Next Review Date:	December 2024
Review Frequency:	Biennially & Aligned with Council Elections

1. Introduction

Council provides ICT access and equipment as 'tools of the trade' to enable effective customer service, task management and efficient sharing and exchange of information in the pursuit of Council's goals and objectives.

The purpose of this procedure is to ensure the proper use of Council supplied equipment to equipment owners (Elected Members, Staff Members and Contractors).

Council supplied equipment includes:

- Desktop and laptop computers (including docking stations, cables, monitors and mouse)
- Smart phones
- Mobile devices (including iPads, tablets etc)
- Printers and scanners

Equipment owners will be provided with Council supplied equipment to assist in performing their duties. The equipment is provided with access to the internet that is viewed as being sufficient for Council needs. The internet is monitored regularly, and excess or inappropriate data usage will be discussed with the individual concerned if the usage is not related to Council business.

2. Equipment

Council retains ownership of the equipment which will be distributed with the required hardware protection and accessories (such as chargers, docking stations and protective covers for smartphones and mobile devices). Smartphones and mobile devices must be authorised for issue by a General Manager and accompanied by signed acceptance, by the equipment owner, of this procedure.

Equipment owners are to ensure that smartphones and mobile devices are charged and ready to address and complete Council business at all times.

Equipment and all accessories must be returned to Council when the owner ceases their term, employment, or contract. If equipment and accessories are not returned, options for reimbursement to Council will be discussed with the owner.

Mobile devices are supervised and managed through Microsoft Intunes, a mobile device management (MDM) and mobile application management (MAM) solution. The solution provides ability for asset and inventory management, diagnostics and troubleshooting and security management.

3. Procedures for Lost, Stolen and Damaged Equipment

The equipment owner is responsible for keeping all equipment and accessories in good working order. In the event that Council supplied equipment is lost or stolen the owner is to immediately inform the IT Help Desk. Smartphones and mobile devices will immediately be locked, and security measures taken to protect Council systems and information.

Contact is to be made by:

- telephoning 08 7324 7777 and pressing Option 2 or
- emailing support@blackbirdit.com.au

In the event that the equipment is damaged, the owner is to deliver the device to the Information Service Department who will arrange for repair or replacement.

4. Records Management

As far as practicable, records and documents will be made available electronically utilising the Council information systems:

- MS Teams and business applications for internal communications for staff members and contractors
- Extranet for elected members
- Website for Council public information
- Email for external communications

Paper hard copies of Council records will not be issued.

5. Support and Training

Equipment owners will be required to complete training upon distribution of smartphones and mobile devices as required.

Training will include:

- Basic use and security requirements
- Email and calendar access and use
- Use of Apps for performing Council related duties

Ongoing support will be provided by Council staff and online training modules. Requests for support can be made to the IT Helpdesk by:

- telephoning 08 7324 7777 and pressing Option 2 or

- emailing support@blackbirdit.com.au

6. Personal Use

Equipment supplied is primarily for Council business use and must be used in accordance with legislative obligations, Council policies and the guidelines set out in this procedure.

Personal use of Council supplied equipment or services is at the discretion of Senior Management for staff and contractors. Reasonable personal use for staff members is permissible where such use is open, accountable, transparent, and does not breach Commonwealth or State laws, the Code of Conduct and other Council policies. Therefore, private use must always be appropriate and lawful and not interfere with the owner's capacity or ability to perform their respective duties. Reasonable personal use does not include removing Council installed Apps or downloading personal Apps (such as games), communication tools (such as personal email) or any personal images or videos.

Personal use of Council supplied equipment or services is disallowed for Elected Members under Section 78 of the Local Government Act 1999, unless the use is specifically approved, and the Elected Member has agreed to reimburse the Council for any additional costs or expenses associated with this use.

Misuse of Council supplied equipment or services can damage Council's community and business image, infringe copyright and intellectual property, and could result in legal proceedings being brought against both Council and the owner.

7. Unacceptable and Unlawful Activities

It is unacceptable for equipment owners to access or send material that is prohibited or potentially prohibited, provocative, pornographic, offensive, abusive, sexist, or racist. This includes not forwarding on to others any material, of this nature, that is received.

Unlawful activities are absolutely prohibited, including:

- gaining access to any material which is prohibited or potentially prohibited, pornographic, offensive or objectionable
- engaging in any conduct which offends Federal or State laws and regulations
- embarrassing, bullying or harassing (sexually or otherwise) another person
- sending or forwarding any material which is defamatory, abusive, sexist, racist or otherwise illegal
- acting outside of copyright legislation

There are serious repercussions arising from such transmission including offences under the Broadcasting Services Amendment (Online Services) Act 1999.

8. Multi Factor Authentication (MFA) and Passwords

MFA is an industry standard security control and authentication method that requires the owner to provide two or more verification factors to gain access to Council systems. Access is controlled via a Microsoft Authenticator App. As such, it is a requirement to download the Authentication App on Council owned and personal smartphones. Permission may be given to personal smartphone owners to register for text message authentication; however, this is not the preferred or most secure method.

Microsoft Intunes, user passwords and MFA provide access and authorisation to Council's network and business systems. In addition, Council supplied smartphones and mobile devices will include a passcode lock for additional security.

Passwords should not use personal information. They should be at least six characters long, include numbers, symbols, upper and lowercase letters, and be unique i.e., random and not used anywhere else.

All owners are responsible for the security of their password(s) and passcode(s) and for downloading any Council authorised Apps on Council or privately owned smartphones for MFA access to Council systems.

9. Electronic Communications

9.1. MS Teams

For staff members and contractors, MS Teams is the authorised internal communication and file sharing solution (see Teams QF). This replaces the use of sending internal emails for information and internal correspondence.

9.2. Email and text messages on Council supplied devices

Email accounts, in the form of [user\(forename initial surname\)@light.sa.gov.au](mailto:user(forename initial surname)@light.sa.gov.au), are issued as needed and correspondence to and from emails is for business use only and not to be used for personal purposes.

It is considered acceptable to use email to:

- Conduct business and communicate with Council's customers and suppliers
- Market electronically the Council, its services and programs to the wider community

It is considered acceptable to use text messages for:

- Informal conversations and meeting reminders during business hours
- Communications during an emergency situation (if there is no alternative)

It is considered unacceptable to send or forward email or text messages that:

- Contain material considered to be unlawful (refer Section 7), illegal, and/or includes threats of violence or other unwelcome or harassing behaviour
- Contain personal opinions that may be considered defamatory or derogatory about Elected Members and/or staff of Light Regional council or members of the community
- May breach the Council's Code of Conduct
- Contain commercially sensitive information or material that requires appropriate authorisation before transmission
- Breach any legislation or Council policy
- Impersonate anybody else or uses pseudonyms, falsely represents themselves, others, the Council or any of its policies, services or practices, or otherwise commits forgery or fraud
- Promote personal gain or interest (i.e. whole of Council emails for fundraising or selling goods etc)

Improper and/or incorrect statements can give rise to liability, personally and for Council. All owners are advised to work on the assumption that email and text messages may be sent, forwarded, or transmitted to someone other than the intended message recipient.

Controlled or limited distribution of any electronic communications cannot be guaranteed. Accordingly, owners are advised to be very cautious about committing totally private, sensitive or confidential messages to electronic communication. Confidential information, whether email or text messages, should be sent with caution.

Email and text messages sent on Council owned equipment or services, even if expressed to be confidential, may need to be disclosed in Court proceedings, Freedom of Information requests, or in investigations by the Ombudsman, competition authorities and regulatory bodies.

Email and text messages are the property of Light Regional Council and may be retained until officially disposed of. Messages that are deemed official records are to be captured in Council's records management system. Council email system automatically retain copies of all email communications sent and received via email accounts. Council may monitor, copy, access and disclose any information or files that are stored, processed, or transmitted using Council's systems.

10. Breach of the Conditions

In circumstances where an equipment owner breaches conditions of this procedure, Council reserves the right to restrict the use or access to the technology, equipment or services and to maintain that restriction at its discretion. In addition, Council may invoke other disciplinary actions or sanctions under the Code of Conduct or other relevant Council Policy.

11. Owner Responsibilities

All Council supplied equipment owners are responsible to:

- Ensure that use of the equipment is in a manner consistent with this procedure, Council policies and the Code of Conduct
- Ensure that the equipment and accessories are in good working order and kept safe at all times (ie., smartphones and mobile devices must not be left in a vehicle, or in an unsecure location)
- Advise Council staff immediately should any equipment be damaged, lost or stolen
- Ensure that the equipment is charged and working during Council working time
- Return the equipment to Information Services in a timely manner should it be requested, to allow for necessary maintenance to be undertaken

History

1. Original policy adopted by Council on 23 February 2023, Resolution Number OCM-023/034. 2

USER DECLARATION

**Declaration of Acceptance of the Information Communication & Technology
Acceptable Use Procedure**

Position Title: _____

Name: _____

Equipment Description: _____

Identifiers: _____

User Declaration – Conditions of Use:

I understand that the Council supplied equipment that I will have access to is explicit to my role and that confidential information which might be stored thereon must not be shared or divulged to any unauthorised person.

I understand that the equipment may only be used for the purposes for which it has been provided and is not to be used for other projects, games, private or consulting work.

I understand that the equipment and all accessories are assets of the Light Regional Council and must be returned when I cease my role.

I understand that use of the equipment must be in a manner that is consistent with this procedure and the Code of Conduct and Commonwealth & State law.

I understand and agree to the above conditions of use

Signature: _____

Date: _____

Authorised By

Signature: _____

Position Title: _____

Print Name: _____

Date: _____