



Policy Document

Computer, Telephone and Desk Use Policy

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Document Control

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Document Approvals

This document requires the following approvals:

Sponsor Approval	Name	Date
Head of Business Transformation	Deborah Poole	23 rd August 2011

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1 Policy Statement

Redditch Borough Council will ensure that every user is aware of, and understands, the acceptable use of Redditch Borough Council's computer and telephony resources and the need to operate within a "clear desk" environment.

2 Purpose

Modern day business operations and advances in technology have necessitated the wide spread use of computer facilities into most offices within Redditch Borough Council and, with the advent of portable computers, away from the Council's premises.

As such, there is considerable scope for the misuse of computer resources for fraudulent or illegal purposes, for the pursuance of personal interests or for amusement/entertainment. The Council also handles large amounts of PROTECT and RESTRICTED information. The security of this information is of paramount importance. Ensuring that a clear desk policy operates across the Council can help prevent the security of this information from being breached.

The misuse of Redditch Borough Council 's computer and telephony resources is considered to be potential gross misconduct and may render the individual(s) concerned liable to disciplinary action including dismissal.

The purpose of this document is to establish guidelines as to what constitutes "computer and telephony resources", what is considered to be "misuse" and how users should operate within a clear desk environment.

3 Scope

This document applies to all Councillors, Committees, Departments, Partners, Employees of the Council, contractual third parties and agents of the Council who have access to information systems or information used for Redditch Borough Council purposes.

This policy should be read in conjunction with the following policies:

- Email Acceptable Use Policy.
- Internet Acceptable Use Policy.
- Software Policy.
- Legal Responsibilities Policy.

4 Definition

This policy should be applied whenever users who access information systems or information utilise Redditch Borough Council 's computer and telephony resources.

Computer and telephony resources include, but are not restricted to, the following :

- Departmental computers.
- Personal computers.
- Portable laptop computers.
- Printers.
- Network equipment.
- Telecommunications facilities.

5 Risks

Redditch Borough Council recognises that there are risks associated with users accessing and handling information in order to conduct official Council business.

This policy aims to mitigate the following risks:

- The non-reporting of information security incidents, inadequate destruction of data, the loss of direct control of user access to information systems and facilities.

Non-compliance with this policy could have a significant effect on the efficient operation of the Council and may result in financial loss and an inability to provide necessary services to our customers.

6 Applying the Policy

6.1 Computer Resources Misuse

No exhaustive list can be prepared defining all possible forms of misuse of computer resources. The individual circumstances of each case will need to be taken into account. However, some examples are outlined below :

- Use of computer resources for the purposes of fraud, theft or dishonesty.
- Storing/loading/executing of software that has not been authorised by ICT.
- Storing/loading/executing of software:
 - that has not been acquired through approved Council procurement procedures, or
 - for which the Council does not hold a valid program licence, or
 - that has not been the subject of formal virus checking procedures.
- Storing/processing/printing of data for a purpose which is not work related.

For further information, users are requested to read the following policies:

- Email Policy.
- Internet Acceptable Use Policy.
- Software Policy.

6.2 Telephone

Redditch Borough Council has an Acceptable Use Policy / Code of Practice relating to telephone use. This relates to the use of Council owned static and mobile telephones for private telephone calls and must be adhered to at all times.

The Council acknowledges that employees may need to make calls of a personal nature whilst at work. This Code of Practice outlines reasonable steps that all employees are expected to take to ensure that the provision of service is not compromised and there is no financial loss.

1. Where possible, private calls should be made outside working hours.
2. Private calls during these hours should be kept to a minimum, so as not to prevent business calls getting through.

3. There may be times when unforeseen working commitments may require the rearranging of personal engagements. The Council recognises that such calls are necessary in order for employees to effectively perform their duties. However, the Council stresses that such calls are normally exceptional, and expect employees to recognise when such calls are required.

The misuse of Redditch Borough Council's telephone services is also considered to be potential gross misconduct and may render the individual(s) concerned liable to disciplinary action.

6.3 Clear Desk

Redditch Borough Council has a clear desk policy in place in order to ensure that all information is held securely at all times. Work should not be left on desks unattended and should be removed from view when unsupervised.

At the end of each day, every desk will be cleared of all documents that contain any Redditch Borough Council PROTECT or RESTRICTED information, or any information relating to clients or citizens.

Redditch Borough Council PROTECT or RESTRICTED information must be stored in a facility (e.g. lockable safe or cabinet) commensurate with this classification level.

Users of IT facilities are responsible for safeguarding data by ensuring that equipment is locked when unattended, and that portable equipment in their custody is not exposed to opportunistic theft.

Computer screens must be locked to prevent unauthorised access when unattended and screens will lock automatically after a 15 minute period of inactivity, in order to protect information. A screen saver with password protection enabled will be used on all PCs. Attempts to tamper with this security feature will be investigated and could lead to disciplinary action.

6.4 Legislation

Users should understand the relevant legislation relating to Information Security and Data Protection, and should be aware of their responsibilities under this legislation. The following statutory legislation governs aspects of the Council's information security arrangements. This list is not exhaustive:

- The Freedom of Information Act 2000.
- The Data Protection Act 1998.
- The Computer Misuse Act 1990.

Individuals can be held personally and legally responsible for breaching the provisions of the above and other Acts.

7 Policy Compliance

If any user is found to have breached this policy, they will be subject to Redditch Borough Council's disciplinary procedure. If a criminal offence is considered to have been committed further action may be taken to assist in the prosecution of the offender(s).

If you do not understand the implications of this policy or how it may apply to you, seek advice from your line manager or ICT.

8 Policy Governance

The following table identifies who within Redditch Borough Council is Accountable, Responsible, Informed or Consulted with regards to this policy. The following definitions apply:

- **Responsible** – the person(s) responsible for developing and implementing the policy.
- **Accountable** – the person who has ultimate accountability and authority for the policy.
- **Consulted** – the person(s) or groups to be consulted prior to final policy implementation or amendment.
- **Informed** – the person(s) or groups to be informed after policy implementation or amendment.

Responsible	ICT Transformation Manager
Accountable	Head of Business Transformation
Consulted	Corporate Management Team
Informed	All Council Employees, All Temporary Staff, All Contractors etc

9 Review and Revision

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 12 months.

Policy review will be undertaken by the ICT Transformation Manager..

10 References

The following Redditch Borough Council policy documents are directly relevant to this policy, and are referenced within this document:

- Email Policy.
- Internet Acceptable Usage Policy.
- Software Policy.
- Legal Responsibilities Policy.

The following Redditch Borough Council policy documents are indirectly relevant to this policy:

- GCSx Acceptable Usage Policy and Personal Commitment Statement.
- IT Access Policy.
- Remote Working Policy.
- Removable Media Policy.
- Information Protection Policy.
- Human Resources Information Security Standards.
- Information Security Incident Management Policy.
- IT Infrastructure Policy.
- Communications and Operation Management Policy.

11 Key Messages

- Users must adhere to Redditch Borough Council Telephone Acceptable Use Policy / Code of Practice at all times.
- Users must maintain a clear desk wherever possible and in accordance with this policy.
- Redditch Borough Council PROTECT or RESTRICTED information must be stored in a facility (e.g. lockable safe or cabinet) commensurate with this classification level.