



ICT Policy

Document Details

	Date	By
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Summary

This policy sets out what is expected from all elected members, co-opted members and staff at Market Weighton Town Council in respect of telephone, email and internet access. It is important that all staff read, understand, and take ownership of the principles within the document, in order for Market Weighton Town Council to effectively fulfil its legal obligations and to promote best working practice.

Introduction

Market Weighton Town Council has invested in ICT in order to provide a more efficient, professional and up to date service both internally and to the Third Sector in Market Weighton.

Prohibited Activities

Members, co-opted members and staff should not create, store, transfer (from any media (including Social Media) or via email) or deliberately receive material that could be judged to be offensive. Offensive/inappropriate material or activities can include:

- Material that is abusive, threatening, serves to harass or bully, discriminates, encourages discrimination on racial/ethnic grounds, or on grounds of gender, sexual orientation, marital status, disability, political or religious beliefs.
- Material that may be obscene, indecent or tasteless.
- Material that may cause distress, inconvenience or anxiety.
- Material about illegal activities, including pornography, drugs, computer hacking, militant/extremist behaviour, violence or weapons – unless it is clearly related to your professional role and with the knowledge of your Line Manager

If elected members, co-opted members or staff receive inappropriate email or become unintentionally connected to a website, which contains offensive or inappropriate material, the member of staff should disconnect from the site immediately and inform their line manager.



Deliberate activities with any of the following consequences are prohibited:

- Corruption or inappropriate destruction of data
- Using equipment in a way that makes systems unavailable to others
- Wasting staff effort or computing resources
- Introducing any weakness to, or compromising IT security.

Elected members, co-opted members or staff should not download and/or install any software unless authorised by the Clerk.

User Names and Passwords

Should elected members, co-opted members or staff wish to use an unattended computer where a previous user has left their access open, they must log out from that session before they commence their own session.

Elected members, co-opted members of staff must not disclose a personal password to anyone. A username and personal password is for one person's use only. If an elected member, co-opted member or a member of staff thinks someone else knows their password, they must change it immediately. Passwords should be changed regularly. You must keep a registrar of all passwords related to your work, and a copy of this given to the Chair of the Personnel Committee in a sealed envelope, to ensure business continuity.

Monitoring of Activity

Where monitoring of systems takes place to identify system failure/capacity problems and misuse there will not be any monitoring of individual users unless there is justification to do so from general monitoring or concerns raised.

Virus Protection

To protect the council from computer viruses, no CD, memory stick or other media should be used unless it has been scanned for known viruses. Should elected members, co-opted members or a member of staff receive a virus warning message from a friend or colleague via email, do not forward it on to others, instead notify the Town Clerk.

Personal use of IT equipment

Staff can use IT equipment and facilities for personal use, provided that it is of an appropriate nature, isn't during work time, does not incur any expense and cannot be considered as 'excessive' based on the following:

Market Weighton Town Council
37 High Street
Market Weighton
East Riding of Yorkshire
YO43 3AQ

Tel: 01430 871430

E-Mail: town.clerk@marketweightontowncouncil.gov.uk

Website: www.marketweightontowncouncil.gov.uk



Timing of personal use: Within Lunch Breaks

Staff may make personal use of email & Internet, provided that they only do so during 'unpaid' break periods, such as lunchtime, coffee break or outside of 'general work' hours.

Excessive use:

- Sending large 'attachments' (such as letters, photographs) in personal emails takes up system storage space and communication capacity that is required for company purposes.
- Sending large numbers of personal emails especially if this is likely to stray into general work hours.
- Downloading large files from the Internet.

Any data stored on a computer hard drive is vulnerable to the following:

- Loss due to a computer virus.
- Physical loss or damage of the computer e.g. theft, water damage, fire or physical destruction, faulty components, software.
- In particular, there is a risk of breach of confidentiality where a computer is stolen or otherwise falls into unauthorised hands.

Installation of Software

Software purchases will be authorised by the Town Clerk who will supervise the loading of the software onto the system or individual PCs in accordance with the software license.

Elected members, co-opted members and staff are prohibited from installing or upgrading personal or purchased software without permission.

Elected members, co-opted members and staff are prohibited from downloading software, upgrades or add-ins from the Internet without permission. This does not include automatic updates for Windows or other software that auto-upgrades.

Internet and Email Use

All elected members, co-opted members and staff must use the Internet and email in a responsible manner. Inappropriate use may be subject to disciplinary or legal action.



Protection against Physical Hazards

Elected members, co-opted members and staff must be aware of and comply with the following:

- Water
- Ensure that PCs or servers are not at risk of pipes and radiators which, if damaged, could allow water onto the equipment.
- Do not place PCs near to taps/ sinks/drinks etc.
- Do not place PCs close to windows subject to condensation and water collection on windowsills.
- Ensure that the PC is not kept in a damp or steamy environment.
- Fire / Heat
- Computers generate quite a bit of heat and should be used in a well-ventilated environment. Overheating can cause malfunction, as well as creating a fire hazard.
- Try to place the PC away from direct sunlight and as far as possible from radiators or other sources of heat.
- Normal health and safety protection of the building against fire, such as smoke alarms and CO2 fire extinguishers should be sufficient for computers. If backup tapes/disks are kept on the premises they must be protected against fire in a fireproof safe.
- Have the wiring and plugs checked annually.
- Ensure that ventilators on computers are kept clear.
- Do not stack paper on or near computers.
- Environmental Hazards - Computers are vulnerable to malfunction due to poor air quality, dust, smoke, humidity and grease. A normal working environment should not affect safe running of the computer, but if any of the above are present consider having an air filter. Ensure that the environment is generally clean and free from dust. Inspect your system visually and have the unit cleaned by a professional to reduce risk of failure or damage.

Mobile Computing

Laptops, tablets, smartphones and any other portable devices are more vulnerable than PCs, because they are easier to pick up and remove and therefore more desirable to the opportunist thief. It is also less likely, in some circumstances, that their loss will be noticed immediately. However, because of their size, it is possible to provide extra protection:

- When the device is not in use, it should be stored in a secure location and should be password protected.
- Where it is left on the premises overnight, it should be stored in a locked cupboard or drawer.
- Where the device is shared, have a mechanism for recording who is responsible for it at any particular time.
- Hardware (all devices) should not be left unattended in cars. Where this is unavoidable, ensure that the car is locked and the computer is out of sight in the boot or at least covered up if there isn't a



boot. The responsible staff member should take the device with them if leaving the vehicle for any length of time.

- Where a device is being used in a public place it should remain with the member of staff at all times, and care should be taken to ensure that confidential data cannot be overlooked by members of the public, e.g. on public transport.

Faults

Report any problem with the ICT equipment to the Town Clerk immediately, preferably by email. Please try to note down what you were doing as the problem occurred and any error messages that were generated.

Courtesy and Good Housekeeping

To ensure we all comply with the basic rules of courtesy, and to practise good housekeeping, always consider the following:

- Always be polite. It is easy to compose an inflammatory message and send it out without giving yourself time to write a considered response.
- Use lower case for email messages because using capitals in email is considered shouting.
- Send longer items and reports as attachments or shortcuts, and compress or zip large files so that you don't congest the mail server/system.
- Use a meaningful and descriptive subject heading to let the recipient know what the message is about before they open it.
- Only use a high priority (urgent) indicator where really appropriate.
- Avoid using graphics, logos, images, etc unless necessary as they increase the size of attachments and use up more storage space on the system.
- Check your mailbox for new messages at regular intervals and respond promptly to messages in your inbox. If appropriate, forward them to another member of staff.
- Only print out emails if absolutely necessary. An advantage of email is that it can reduce the amount of paperwork you have.
- Set up folders to store messages that you need to keep.
- Delete (or archive) unwanted emails at regular intervals to avoid overload of information. Do not store messages in your In-box as this slows down the system.
- Make appropriate arrangements for your email to be forwarded or checked by others during periods of long absence where necessary.
- When using social media, staff should be mindful not to call Market Weighton Town Council into disrepute

Related Documents

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Market Weighton
East Riding of Yorkshire
YO43 3AQ

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Website: www.marketweightontowncouncil.gov.uk



Business Continuity Plan
Grievance and Disciplinary Procedure
Contract of Employment
Privacy Policy