



## **CONDITIONS OF USE FOR INFORMATION TECHNOLOGY FACILITIES**

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## **1. Introduction**

This document provides guidelines for the proper usage of all information technology facilities and resources. This includes but is not limited to computers, email, Internet, iPads, Laptops, systems and services.

Document prepared by the Manager Information Technology City of Karratha in collaboration and consultation with industry professionals.

## **2. Purpose**

City of Karratha employees and Councillors are accountable for their use of the City's Information Technology (IT) facilities. Improper use of these facilities may be subject to formal disciplinary action and, potentially, criminal prosecution.

It is therefore important that all employees and Councillors understand their obligations in using the City of Karratha's IT facilities and services.

This document sets out the City's position on the proper use of its IT facilities. The principles underpinning the proper use of IT facilities are:

- The use of IT facilities should be consistent with City business operations.
- Improper use of the City's IT facilities will be addressed in accordance with this policy.

The purpose of these guidelines is to safeguard the organisation from misuse of IT facilities.

## **3. Responsibilities of Managers**

The Executive Management Team (EMT) and Managers are required to:

- a. Ensure as far as practicable, that their staff are aware of Council adopted policy CI3 "Use of Information Technology Facilities" for which this is the binding document, and comply with this documents provisions.
- b. Exercise their managerial responsibilities by addressing breaches and non-compliance by employees and by being accountable for the handling of these cases.

## **4. Responsibilities of City of Karratha Employees and Councillors**

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

Employees and Councillors 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 are responsible for their computer accounts and computer account passwords. Passwords and account rights are unique to an employee and must not be given out to anyone else, including persons in their department or managers. City IT facility users must be aware of virus scanning procedures and take responsibility for files acquired from any electronic medium, especially via the Internet and through email.

## **5. Conditions of use for electronic mail, fax, iPad and Internet usage**

The scope of these guidelines covers the usage of all City of Karratha IT and electronic data exchange facilities, including but not limited to any network attached or standalone computing device, data storage and retrieval system, electronic mail system, Intranet, Extranet, Internet medium, internal or external networks. These for example include but are not limited to:

- Internet Access:
- Electronic Mail:
- Intranet/Extranet
- Electronic Facsimile:
- Internet Email:
- iPad:
- Laptop:
- Computer:
- Device:
- City Computing system:

### **5.1 Network Etiquette**

All users of IT and electronic data exchange facilities are expected to abide by the generally accepted rules of etiquette. These include, but are not limited to the following:

- a. Compliance with the City's standards and regulations for employee and Councillor codes of conduct.
- b. Not engaging in activities, which are prohibited under State or Commonwealth law.
- c. Not using the network in such a way that disrupts the use of the network for other users.

## 5.2 Electronic Mail and Faxes

In addition to the above network etiquette, electronic mail users should also observe the following good practices:

- **Avoid distribution of junk email**
- **Consider the ease of reading**
- **Housekeeping**

To avoid excessive load on the mail server, users must perform regular clean-ups of their email. IE. Deleting and managing their email and inbox size. Use the City's mail archiving solution.

- Email in **Sent Items and Inbox** folders. A good guideline is to delete or save items older than 6 months to the network.
- Email in **Deleted Items** folder. This is done by default when the Outlook application closes.

## 5.3 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 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.

## 5.4 Conditions of Internet Use

City provides access to the Internet and other online services 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 objectionable<sup>1</sup> 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*.

## 5.5 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 or Faxed Messages Sent

- a. When you send work related Email and Faxes it is your responsibility as the author, originator or editor to ensure that work related Email or Faxed Messages (plus attachments) are included as part of your normal records keeping practice. Long-term records should be forwarded to Records Services. City employees must use the City approved templates and formats.
- b. Ensure meaningful information is entered in the subject field of Emails. This will assist recipients and improved retrieval at a later date.
- c. Email and Faxed messages retained as records must include the details –

To: (Recipient, Recipients, Group, Carbon or Blind Copy)

From: (Sender)

Date and Time

Subject

Body of Message

## 5.6 Legal Obligations

Users should be aware that electronic mail or faxed communications from the City of Karratha is analogous to a letter printed on a City 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

- a. Users should be aware that electronic mail (via the Internet) is not secure. Files deemed to be confidential might be subjected to unauthorised access by external parties.

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

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

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

## 6. 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.

City of Karratha employees shall only use software that has been approved by the Information Technology department and that has been legally obtained by the City of Karratha. City of Karratha employees shall not, without authority, copy, install or distribute any software using City of Karratha IT facilities.

Breaches of copyright legislation will attract penalties and prosecution.

## 7. 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 City 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 office computer, or recorded on any City office computer disk and 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. It also reserves the right to disclose personal messages for the purpose of addressing suspected violations of this policy or any legislative requirements.

## 8. 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 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 employee's authority or given job description and contrary to City IT configurations and City 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, 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.

### 8.1 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 City of Karratha IT facilities 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's 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 a City of Karratha IT facility.
- 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 personal documents in colour.

## **8.2 Examples of 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.

## **9. Technical Terms Defined**

Information Technology\* (IT) pertains to but is not limited to any computer, laptop, communications device (such as iPAD's), server system, computer software application, computer service, network, electronic data routed through internal and external networks.

## 10. 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 in accordance with this policy document and if required to co-operate with security 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 staff computing procedures and configurations and take reasonable precautions to virus scan files and help to protect the integrity and security of the City of Karratha's systems by using good quality complex passwords.

Signature

Date