



NETWORK AND SOFTWARE USE POLICY

SCOPE OF POLICY

This policy regulates the use of computers, computer software, the computer network, and access to electronic email (email), the World Wide Web (www) and other online services provided to users at the City of Mitcham (“Council”).

Users of Council’s computers, computer software, the computer network and users accessing electronic email (email), the World Wide Web or other online services are responsible for reading and understanding this agreement. Users include employees, trainees, volunteers and work experience placements.

Online services (often called the Internet) refers to the World Wide Web (www), email, file transfer, newsgroups, listservs, discussion groups, Internet chat, e-Commerce, e-Business, and other forms of electronically transmitted material.

Users are required to sign the Agreement at the end of this document. Copies of the completed signed document will then be stored in TRIM.

DOCUMENT HISTORY

Version	Author(s)	Status/Comments	Date
1.0	Richard Love	Original from 2001	February 2001
2.0	Richard Love	Proposed changes for review	December 2006
2.1	Richard Love	Proposed changes for review	August 2007
2.1	Richard Love	Endorsed by SMT	September 2007
2.2	David Mather	Updated contents to match current IT environment	June 2014

SECTION 1 – NETWORK USE

RESPONSIBILITIES OF COUNCIL

1 Access to the Computer Network and On-line Services

- 1.1 Council will provide access to the computer network and certain on-line services as appropriate for users to fulfil business functions of their work.
- 1.2 Council will provide access to appropriate training in using the computer network and online services.
- 1.3 Access to the computer network or online services cannot be provided until users have signed the Agreement at the end of this Policy acknowledging Council's Policy and undertaking to comply with it.

RESPONSIBILITIES OF USERS

2 Access to the Computer Network and On-line Services

- 2.1 Users will have access to relevant network drives for business functions of their work. Files (including drafts) must not be stored on the C drive.
- 2.2 Employees will also have access to a personal network drive (P drive) which should be initially limited to 50MB. Exceptions can be applied for.
- 2.3 Files that are not related to business functions or files that are deemed to be inappropriate by the Manager Business Improvement should not be stored on any network drive or workstation. Council reserves the right to delete such files.
- 2.4 Users must ensure that all computers are switched off (shut down) at the end of each day to save power.

3 Acceptable Uses

The following uses of the computer network and online services are considered acceptable by Council:

- 3.1 To use Council's online services and email system when appropriate for effective and efficient business functions.
- 3.2 To communicate authoritative information to Council's customers.
- 3.3 To communicate to the wider community information about the Council, its services and programs.
- 3.4 Reasonable private use of Council's online services and email system during working hours is accepted providing such use does not breach this policy. In this case, "reasonable" means "minor and infrequent".

4 Unacceptable Uses

The following uses of the computer network and online services are considered unacceptable by Council:

- 4.1 The use of Instant Messaging tools (such as MSN and Windows Messenger) that communicate with people outside of the organisation is not permitted
- 4.2 Users must not access, create, store or transmit sexually explicit or pornographic content.
- 4.3 Users are not to use the network or online services for commercial, political or illegal purposes.
- 4.4 Users shall not interfere with computer settings, general computer network operations, integrity or security, or otherwise inhibit normal Council activities.
- 4.5 Users must ensure all official records are sent to the Records Department - this is inclusive of email sent or received. "Official record" means a record made or received by an agency in the conduct of its business."¹ This means that no email relating to the conduct of council business can be deleted without authorisation.
- 4.6 Use of the computer network and online services shall be consistent with Council's mission as outlined in the *City of Mitcham Strategic Plan*, as well as the general policies and procedures of Council as may be established from time to time, and with applicable State and Federal legislation.

5 Legal and Ethical Uses

- 5.1 Users must be ethical in using the computer network and online services and must adhere to any relevant legislation. Listed below are some examples that are considered ethical and not ethical in the use of the computer network or on-line facilities. This list is not conclusive and is provided by way of example only.
- 5.2 When using the computer network and online services, users are required to:
 - 5.2.1 Be polite and courteous.
 - 5.2.2 Use appropriate language.
 - 5.2.3 Comply with standards of public decency, common sense and etiquette.
 - 5.2.4 Respect the rights of other computer users.
 - 5.2.5 Observe that copyright exists in other people's work on the computer network and the Internet.
 - 5.2.6 Represent themselves and Council honestly, courteously and accurately.
- 5.3 When using the computer network and online services, users must not:
 - 5.3.1 Use the computer network and on-line facilities to gain unauthorised access to any other computer network (i.e. "hacking").
 - 5.3.2 Use or attempt to use any other person's username and/or password to access the computer network or on-line facilities.

¹ As defined by the State Records Act 1997

- 5.3.3 Impersonate anybody else or use pseudonyms, forge email messages, falsely represent themselves, others, the Council or any of its policies, services or practices, or otherwise commit forgery or fraud.
- 5.3.4 Create or transmit any material that contains provocative, offensive, abusive, sexist or racist content.
- 5.3.5 Promote discrimination of any kind including on the basis of gender, race, religion, political beliefs, disability, etc.
- 5.3.6 Make threats of violence or other unwelcome or harassing behaviour.
- 5.3.7 Create or transmit any material that contains personal opinions that may be considered defamatory or derogatory about other employees, Elected Members and/or members of the community.
- 5.3.8 Transmit material or information that requires appropriate authorisation before transmission.
- 5.3.9 Breach any legislation, including the *Copyright Act 1968 (Cth)*, *Occupational Health, Safety & Welfare Act 1986*, or any Council policy.

PRIVACY ISSUES

6 Network Privacy

- 6.1 Due to the nature of the technology, users should be aware that their electronic communication and work stored on Council's computer network and on-line facilities may not be private. Council's IT staff may access and read a user's:
 - 6.1.1 Files stored on Council's network or computers (including your P drive).
 - 6.1.2 Incoming and outgoing email communications.
 - 6.1.3 Sites accessed on the Internet.

7 Email Privacy

- 7.1 Electronic messages you send or receive at work are not legally considered to be your personal property because the email system is the property of Council.
- 7.2 All electronic mail sent or received using Council's computer network or online services remains the property of the Council.
- 7.3 Council reserve the right to check e-mail as a precaution against fraud, workplace harassment or breaches of this policy by users.

SECTION 2 – SOFTWARE USE

By using, copying or providing illegal software while at work, you could be exposing yourself and Council to civil and criminal prosecution.

RESPONSIBILITIES OF COUNCIL

8 Provision of Computer Software

- 8.1 Staff computers will be provided with a necessary level of computer software such as Outlook (email), Microsoft Office Standard (Word, Excel, PowerPoint) and other software tools such as BIS, Authority and Internet access.
- 8.2 If a staff member requires additional software such as Microsoft Access, Microsoft Project, or other specific software, your Manager or Director will need to provide the Manager Information Technology with authorisation and a Budget number for payment.

RESPONSIBILITIES OF USERS

9 Use of Computer Software

- 9.1 In order to ensure that you do not intentionally or inadvertently violate software publisher's copyright, you must not install any software or copy any software program installed on your computer for any purpose without permission from the Manager Information Technology.
- 9.2 The Manager Information Technology is responsible for ensuring that Council uses only fully licensed software. IT staff are the only staff members authorised to install software on Council's computers.
- 9.3 Installation of software by other personnel is unauthorised (unless the Manager Information Technology has given written approval).
- 9.4 If you want to use software licensed by Council at home, you must obtain written authorisation from the Manager Information Technology to ensure our licenses permit this. It is worth noting that most software companies do not permit this.
- 9.5 The IT department will, from time to time, conduct software audits of all Council owned computers to ensure that Council is operating within its licensing agreements.
- 9.6 Any employee found copying software illegally for their own or Council use, or to give to any third party, including clients and customers, will be subject to disciplinary action that may result in dismissal.

LIABILITY

- 10 Council does not accept any liability that may result from any user's unacceptable, unethical or illegal uses of the computer network, online services and/or computer software.
- 11 Council expects all users to act responsibly, ethically and legally when using the computer network, online services and/or computer software.

BREACH OF THIS POLICY

Breach of this Policy will be regarded as a serious matter and may result in disciplinary action(s) up to and including termination of employment with the Council. This Policy will be subject to review every four (4) years or sooner at the discretion of the relevant General Manager.

The CEO has delegated authority to endorse any amendments to the Policy that do not vary the intent of the policy.

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2965531

VERSION HISTORY

VERSION	AUTHOR(S) POSITION	CHANGES	DATE
8	Governance Officer	Refer to Full Council Resolution 12 November 2019 Item 9.4	12 November 2019



NETWORK AND SOFTWARE USE POLICY
AGREEMENT

I acknowledge that I have read and understand the Network and Software Use Policy. I agree to comply with the policy.

NAME
Employee

SIGNED

DATE

NAME
Manager Business Improvement

SIGNED

DATE

TO BE GIVEN TO THE MANAGER PEOPLE CULTURE FOR PLACING IN PERSONNEL FILES