

ICT – Revised Acceptable Use Policy

1.0 INTRODUCTION

- 1.1 Acceptance of the ICT Acceptable Use Policy (AUP) by all council staff and elected members is a prerequisite for accessing the Council's voice and data network. The AUP defines the governance for its use and extends to the use of council mobile phones, email and instant messaging.
- 1.2 It has been several years since the Council's ICT Acceptable Use Policy (AUP) has been fully reviewed. With the adoption of Microsoft 365 (MS365) and the ongoing rollout of the range of new tools and applications available as part of the MS365 environment, it is essential that the AUP and the associated AUP form more accurately reflect the extended range of technologies now at the disposal of council users.
- 1.3 There is also a requirement to make minor changes to ensure the information presented is fully up to date and relevant.

2.0 RECOMMENDATIONS

The Policy and Resource Committee is asked to:

- 3.1 Agree the revised ICT AUP as attached at Appendix 1 and recommend approval to the Council.
- 3.2 Note that all members and officers of the council will be required to read and confirm their acceptance of this revised policy and to comply with the provisions therein.

3.0 DETAIL

- 3.1 It is important to note that compliance with the AUP is one of the essential elements of our approach to managing cyber security as well as data protection. The following represents a summary of the changes made for approval:
- 3.2 References to the Data Protection Act 1998 have been amended to reflect the revised legislation issued in 2018.
- 3.3 Section 4 has been changed to be more generic in reference to “chat” and “Instant Messaging” which will no longer be specific to our use of Skype for Business (SfB) but features of a broader range of available tools.
- 3.4 Section 4.1.4 formalises existing arrangements for authorising access to a mailbox which is not being serviced due to absence and impacting business/ service delivery.
- 3.5 Section 4.1.7 has been added to emphasise the restrictions on the use of a broader range of private messaging platforms such as WhatsApp. It is made clear that these technologies should not be used for the transmission of sensitive and personal information and should not be used for formal council business.
- 3.6 Section 4.1.8 describes the obligations for users to be familiar with current guidance and the approved use for a range of applications made available by the council.
- 3.7 Section 4.2.1 within the Guidance section has changed re the longer term preservation of important emails that are part of a formal record. The guidance no longer suggests printing a hard copy but that formal records should be managed according to email management guidance. i.e. “move emails which need to be kept as formal records to an appropriate repository, and delete emails which do not need to be kept”.
- 3.8. Unacceptable Use - 4.2.2 a) has been made more explicit in that users must not apply an email rule, process or setting that automatically or routinely forwards incoming emails to external or private email accounts. Reference to the Government Secure Intranet (GSI) and Extranet (GSX), which no longer exist, have been removed.
- 3.9 AUP Appendix 1 - Data Privacy Notice Contact details in have been updated and the legal basis for collection of data has been more appropriately worded.
- 3.10 AUP Appendix 2 - AUP Form (for completion by staff member and appropriate manager). The following essential changes are being made:
 - 3.10.1 In the wake of the increase in home working VPN access will be available for all network users by default unless it is explicitly **not** required (Item 1). The form has been changed to reflect this. The request for use of MS365 has been added to the services offered (Item 4.).

3.10.2 A new “Post Status” section has been added. This section seeks to establish if the post is seasonal/ casual or temporary. This is now important information as the council licensing model for MS365 is subscription based and it is essential to know at any point in time what the licensing demands are to manage the licence pool efficiently and ensuring the council are not subject to unnecessary additional licensing costs.

4.0 CONCLUSION

4.1 The proposed revisions to the ICT AUP are essential to ensure staff are appropriately informed and guided in the use of the ICT network and services at their disposal. This protects our staff who are given clarity of the expectations of them in their use of these resources. It is also essential to mitigate the risks for the Council in terms of ICT security, for ensuring uninterrupted service delivery and the security of customer and employee information.

4.2 The Policy and Resources Committee are requested to agree the proposed changes to the ICT AUP to ensure that it remains appropriate for use and recommend approval to the Council.

5.0 IMPLICATIONS

5.1 Policy – Revisions to existing Acceptable Use Policy

5.2 Financial – None

5.3 Legal - None

5.4 HR – Union consultation has been undertaken and all staff to be made aware of guidance and governance changes within revised AUP

5.5 Fairer Scotland Duty:

5.5.1 Equalities Act - protected characteristics – The revised AUP takes into account the provisions of the Equality Act 2010 and has a positive impact on preventing any online harassment to employees or members of the public with protected characteristics.

5.5.2 Socio-economic Duty – None

5.5.3 Islands – None

5.6. Risk – The revised AUP is an important aspect of mitigating risks presented by cyber security attacks and potential breaches of information governance through the inappropriate use of ICT.

5.7 Customer Service - None

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APPENDICES

Appendix 1 – ICT Acceptable Use Policy