

The Highland Council
Resources Committee – 25 February 2015

Agenda Item	21
Report No	RES/ 25/15

Annual Review of ICT Acceptable Use Policy

Report by Depute Chief Executive/Director of Corporate Development

Summary

This report informs Members of the proposed changes arising from the annual review of the Council's ICT Acceptable Use Policy (AUP) and requests Members to consider and approve the revised ICT Acceptable Use Policy.

1 Background

- 1.1 This report provides a summary of the proposed changes arising from the annual review of the ICT Acceptable User Policy (AUP). The Current ICT AUP was approved by Committee in June 2013.
- 1.2 The ICT AUP sets out the Council's expectations of user conduct when using Council ICT facilities, identifying what is acceptable and unacceptable use. It also documents the monitoring that the council undertakes of ICT use.
- 1.3 The Policy applies to employees, agents of the council, those representing the council, trade union representatives, elected members, and school pupils.

2 Changes to the ICT Acceptable Use Policy

- 2.1 The Council's Policy has not changed significantly as a result of this update, although some small changes have been made. The main changes to the policy are set out below.
- 2.2 The Council's policy position on the personal use of Council ICT has been updated to better cover working arrangements. Limited personal use is now allowed during 'break times', rather than being limited to 'lunch times'.
- 2.3 There is an amendment to the requirement to gain written user consent when sending the customer's personal information by email. The change is to clarify that the requirement to obtain consent in writing only relates to sensitive personal data (as defined in the Data Protection Act 1998). This is to reflect the

need for efficient Council business processes whilst balancing the need to retain appropriate Council records.

- 2.4 The Policy has been updated to inform ICT users that when they see a message in their browser stating that our filtering software has blocked access, that this information is also communicated to ICT Security personnel and follow-up action may be taken depending on the circumstances.
- 2.5 Work is ongoing to define appropriate routine monitoring reports that will be sent on a regular basis to nominated managers. This is in response to internal audit recommendations. These routine reports do not contain detailed user specific information, but they do identify named ICT users where these users are making high personal use of the internet for instance.
- 2.6 A new section on ICT Security Threat Monitoring has been added to the policy that sets out how the council proactively monitors its network and infrastructure. In the current security threat landscape this is necessary to protect the council and its users from security threats. As these changes alter the way in which monitoring information is accessed, consultation has taken place with trade unions.
- 2.7 The strengthened approvals process for access to ICT monitoring information that was introduced in the last update has been altered to reflect lessons learned from the current operation of this process. The process continues to be robust and protects staff from inappropriate access to monitoring information on their use of ICT. The proposed change removes the need for approval from the Head of People & Performance for accessing monitoring information on pupils, as the most relevant approval is already gained from within Care & Learning Service. This change will make the process more efficient.

3 Communication & Implementation

- 3.1 The updated policy will be made available to staff through the Information Management Toolkit on the Council Intranet and others through the Council website.
- 3.2 This will be supported by cascading of key messages through the Information Management Governance Board.

4 Implications

- 4.1 **Legal & Risk:** The changes to the policy provide ICT users with improved information on the ICT monitoring that the council undertakes, which is necessary to support compliance with the Data Protection Act 1998.

4.2 There are no **Climate Change / Carbon Clever, Equalities, Rural, Gaelic, and Resource** implications arising from this policy review.

Recommendations

Members are asked to:

- 1) Note the proposed changes to the ICT Acceptable Use Policy following the annual review
- 2) Approve the ICT Acceptable Use Policy

Designation: Senior Information & Security Officer

Date: 10/02/2015

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Background Papers:

ICT Acceptable Use Policy

http://ntintra1/landaintra/Members/membersinfo/bulletin/hq/bulletin_reports/resources/ict-aup.pdf