

Committee(s)	Dated:
Establishment Committee – For decision	9 July 2018
Subject: Acceptable Use of IT Policy	Public
Report of: Director of Human Resources	For Decision
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Summary

The purpose of this report is to update Members on changes to the Acceptable Use of Information Technology Policy, previously referred to as the Communications and Information Systems Use Policy.

The policy has been fundamentally updated to ensure employees and managers have a good understanding of their roles and responsibilities when using IT at the City of London Corporation and how to mitigate against loss, misuse and abuse of such systems and facilities. The policy also clarifies the scope of the policy, which has been broadened to include contractors, volunteers and agency workers, alongside employees at the City Corporation.

Recommendation

Members are asked to:

- approve the Acceptable Use of IT Policy attached at Appendix 1;
- agree that, if approved, the policy can be sent to the Information Technology Sub (Finance Committee) for information.

Main Report

Background

1. The Communications and Information Systems IT Policy was agreed at the Establishment Committee on 26 February 2009 and has been updated on an ongoing basis with minor changes where appropriate. The last change was recorded on 10 October 2011 regarding messaging and social media. The Committee agreed a new Social Media Policy in November 2015.
2. The policy has been fundamentally updated in its entirety as part of the City Corporation's commitment to provide employment policies that are relevant for a modern workforce. As regulations, risks and threats change, it is important to keep such policies up-to-date and current. The format aligns with the suite of existing policies in the City Corporation's Employee Handbook. Appendices to the

policy are the guidance documents issued by the IT Division which are updated accordingly.

3. The policy sets out the conduct required from all employees and workers at the City Corporation (as defined by the scope of the policy) when using IT systems, electronic devices, facilities and processing data and the principles they are expected to follow when accessing and operating IT as part of their work duties and during personal use.
4. Information regarding reporting and addressing breaches of the policy is provided, to ensure that IT facilities, systems, data and equipment are appropriately protected.

Current Position

5. The current Communications and Information Systems IT Policy does not set out responsibilities by subject, for example, security, data processing, personal use etc. and consultation has indicated that this can lead to confusion and a lack of clarity for users.
6. As IT operates in a rapidly changing environment the City Corporation has a duty of care to ensure that all of its employees take reasonable steps to follow procedures in relation to appropriate use of IT especially in relation to security, data protection and processing.
7. In order to ensure that employees are fully aware of the conduct required of them, more detail has been added, including information about protective monitoring and data protection to clarify our stance on such issues.
8. IT Training is provided to staff through Desktop Training Services. Online courses are supported via City Learning which incorporate both mandatory and optional courses such as; Essential Skills for New Staff, Computer Basics, Internet and Social Media and others. Face to face training is also provided through departmental training, classroom training, workshops and 'brown bag' (lunchtime time) sessions which keep staff updated and ensure their skills and knowledge remain current.

Key Changes

9. The main areas of change include:
 - the introduction of additional sections such as; statement of intent, scope, purpose, breaches and protective monitoring;
 - the scope of user groups covered under this policy has been clarified and broadened to all employees and workers at the City Corporation, specifically to include contractors, volunteers and agency workers;

- the General Principles section now provides detailed information on security, confidentiality, data protection and processing. This section also includes information about the reasonable use of equipment and systems for personal use and outlines what is regarded as inappropriate use;
- the responsibilities section outlines the expectations placed on the employee and line manager;
- information on Data Protection and Processing has been added to address the gap between handling data when using IT systems and devices and acts as a reminder to employees of the responsibilities attached to this;
- protective monitoring has been added to inform and remind employees that IT communication channels are routinely monitored and in cases of a breach of the policy and inappropriate use, investigations will be undertaken if necessary. This should deter against misuse and abuse of IT.

Corporate & Strategic Implications

10. The development of the policy underpins and aligns with the IT Strategy – 2020 Vision which has three key components; diagnosis, guiding policy and action plans.
11. Colleagues from Town Clerks, Chamberlain's, Comptroller and City Solicitor's, including the Information Officer and the Trade Unions have been consulted on the changes to this policy. Chief Officers and managers within the organisation were also consulted on its development.
12. The General Data Protection Regulation (GDPR) definition of personal data makes clear that an online identifier e.g. an IP address, can be personal data. This will result in a wider range of personal identifiers classed as personal data which will reflect changes in technology and the way information is collected. Town Clerks, Chamberlain's and Comptroller and City Solicitor's colleagues are working together to ensure that the policy and the City Corporation's processes are compliant.

Communications Plan

13. The policy will be publicised through the use of internal communication; it will form part of the Employee Handbook and referenced as an updated policy on the intranet. The policy will also be publicised through the new starter induction checklist and updated on the Essential Skills for New Staff module via City Learning.

Conclusion

14. The City Corporation is committed to ensure IT is used and operated effectively and appropriately and must have policies which support the current environment

we operate in. This policy provides a framework for employees and reiterates the appropriate use of IT facilities and electronic devices.

Appendices

- Appendix 1 – Acceptable Use of IT

Background papers

Communications and Information Systems Use Policy

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