Staff Acceptable Use of Computer Systems

Policy Number
CITG 006

Board approval:
11th February 2014

Related policies:
CITG 005 - Policy for Telecommuting (working from home)

Overview
The following policy sets out the requirements for the proper and responsible use of the CITG/College computing and network resources by Staff. This includes effective protection of individual users, equitable access, and proper management of these resources. These guidelines are intended to supplement, not replace existing laws, regulations, agreements, policies, and contracts, which currently apply to these services.

Definitions
Staff / Employee – for the purpose of this policy, the terms staff and employee refer to any person performing a role within CITG/a college and receiving some form of remuneration or associated benefit for performing that role. This includes, permanent, casual and part time employees, contractors, student helpers (RA, SRA, etc.) and volunteers.

Computer Systems – a broad term describing the collection of electronic tools and associated applications used in the modern business environment. This includes but is not limited to:

- desktop, laptop and tablet style personal computers
- mobile devices including handheld computers and telephones
- printers, copiers and multi-function devices
- networking facilities including cabling, wall outlets and wireless
- IT services including internet, email, sms.

Policy
1. Email

   This section sets down the policies used to govern the use of staff e-Mail facilities provided by CITG. It is applicable to all Staff of CITG member colleges or people acting as agents for these colleges and to all e-mails originating from the CITG network, regardless of purpose or destination.

   1.1. Acceptable Use:

   E-Mail facilities are provided for use by College staff, and by agents as declared by College Heads on the basis that it is used within the following guidelines.
   Staff shall not;

- Transmit material which may be considered offensive or contravenes the College's Sexual Harassment or Equal Employment Opportunity policies.
- Transmit material which is obscene or defamatory or which is intended to annoy, harass or intimidate another person.
- Transmit material, software or other information protected by copyright laws.
- Represent personal opinions as those of the College.
- Reveal or publicise confidential proprietary information, for example, financial information, student information, marketing strategies and plans.
- Engage in sustained high volume network traffic not related to work, for example, transmission of e-mails containing large graphics, video and sound content.
- Transmit messages using another person's user name or network account without their express permission.

1.2. Employer Access:

All email facilities provided by CITG/the College remain the property of CITG/the College and as such reserve the right to both monitor and access to the contents of any email mailbox provided to an employee.

2. Internet Access

This section sets out guidelines for acceptable use of the Internet by employees of CITG and its' member colleges. The primary purpose for which access to the Internet is provided by CITG to college employees is to assist them in carrying out the duties of their employment. They may also use the Internet for reasonable private purposes which are consistent with this Acceptable Use Policy. They may not use the Internet access provided by CITG in such a way as to significantly interfere with the duties of their employment or to expose the College to any cost or risk of liability.

2.1. Acceptable Use:

Subject to the balance of this policy, employees may use the Internet access provided by CITG for:

- work-related purposes;
- personal use, provided that its use is moderate in time, does not incur any cost to CITG / College and does not interfere with the employment duties of the employee or his or her colleagues, then:
    - i   Using instant messaging software for personal purposes.
    - ii   Accessing the World Wide Web for personal purposes.
    - iii   Utilising any other Internet service or protocol for personal purposes after obtaining permission to do so from the Head of the relevant college.

2.2. Non-Acceptable Use:

Except in the course of an employee's duties or with the express permission of CITG / the College, the Internet access provided by the CITG may not be used for:

- personal commercial purposes.
- sending unsolicited bulk email.
- disseminating confidential information regarding CITG / the College.

- any illegal purpose.
- knowingly causing interference with or disruption to any network, information service, equipment or any user.
- disseminating personal contact information of officers or employees of CITG / the College without their consent.
- knowingly causing any other person to view content which could render the company liable pursuant to equal opportunity or sex discrimination legislation at the suit of that person.
- knowingly downloading or requesting software or media files or data streams that the employee has reason to believe will use a greater amount of network bandwidth than is appropriate.

3. Computer Systems

This section sets out guidelines for acceptable use of the computer equipment provided to employees of CITG and the member colleges. This covers computers, both desktop and laptop, tablets (such as iPads) and 'smart' telephones. The primary purpose for which is to assist them in carrying out the duties of their employment. They may also use the equipment for reasonable private purposes which are consistent with this Acceptable Use Policy. They may not use the equipment provided by CITG/the College in such a way as to significantly interfere with the duties of their employment, impact the primary operations of that equipment, impact the operations of other equipment within the College network environment or to expose the College to any cost or risk of liability

3.1. Acceptable Use:

Subject to the balance of this policy, employees may use the computer systems provided by CITG for:

- work-related purposes.
- personal use provided that in each case, it is moderate in time, does not incur any cost to CITG / College and does not interfere with the employment duties of the employee or his or her colleagues, then:
  - i   Using the provided software and hardware for reasonable personal purposes.
  - ii   Extended use of systems for personal use after obtaining permission to do so from the Head of the relevant college.
- for portable devices, extended personal use is acceptable as long as it is outside work hours does not incur any cost for CITG / College and does not alter the equipment in a way which will interfere with it performing the tasks for which it was supplied.

3.2. Non-Acceptable Use:

Except in the course of an employee's duties or with the express permission of CITG / the College, the computer systems and equipment provided by CITG may not be used for:

- personal commercial purposes.
- any illegal purpose.
- knowingly causing interference with or disruption to any other network, information service, equipment or any user.

3.3. Unauthorised Equipment / Software
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Computer systems are like any machine and need to be managed and serviced appropriately. The addition of rogue software or hardware installed on to the Colleges' computer networks and systems can have significant effect on the overall performance and stability of those systems. To stop this occurring, the users of systems or devices which have been supplied by CITG / the College for work related purposes, must not, without express permission from CITG:

- download or install any piece of software on to that system / device.
- in any way modify the components of that systems / device.
- install or add additional hardware or equipment on to the computer network or a computer system / device.
- modify the software or hardware configuration of the computer system / device.
- connect USB storage to any computer device without being confident of its origin and completing relevant anti-virus checks on the device prior to use.

3.4. Intellectual Property

Any material produced utilising equipment provided by CITG/the College remains the property of CITG/the College. This includes but is not limited to:

- any and all documents produced.
- any data collected.
- any policies or programs produced.

3.5. Employer Access

All computer system facilities provided by CITG/the College remain the property of CITG/the College and as such reserve the right to both monitor and access the contents of any computer storage provided to an employee.

4. Mobile Devices / Telephones

This section sets out guidelines for acceptable use of the mobile voice and data equipment provided to employees of CITG and the member colleges. This covers any device which has built in access to the Mobile telephone/data networks via a paid provider. This includes: mobile telephones, smartphones, mobile broadband units (USB and wireless) and mobile broadband enabled iPads, tablet computers and laptops. The primary purpose for which is to assist them in carrying out the duties of their employment. They may also use the equipment for reasonable private purposes which are consistent with this Acceptable Use Policy. They may not use the equipment provided by CITG/the College in such a way as to significantly interfere with the duties of their employment, impact the primary operations of that equipment, impact the operations of other equipment within the College network environment or to expose CITG/the College to any cost or risk of liability

4.1. Acceptable Use

Subject to the balance of this policy, employees may use the mobile voice and Internet access provided by CITG for:

- work-related purposes.

- Personal use, provided that in each case, it is moderate in time, does not incur any cost to CITG / College and does not interfere with the employment duties of the employee or his or her colleagues, then:
  - i   uUsing the provided device for reasonable personal purposes.
  - ii   extended use of devices for personal use after obtaining permission to do so from the head of the relevant college.
- for portable devices, extended personal use is acceptable as long as it is outside work hours does not incur any cost for CITG / College and does not alter the equipment in a way which will interfere with it performing the tasks for which it was supplied.

4.2. Non-Acceptable Use

Except in the course of an employee's duties or with the express permission of CITG / the College, the mobile voice / data devices provided by CITG may not be used for:

- personal commercial purposes.
- any illegal purpose.
- knowingly causing interference with or disruption to any other network, information service, equipment or any user.

4.3. Unauthorised Equipment / Software

Portable computer devices such as iPads and smartphones are like any machine and need to be managed and serviced appropriately. The addition of rogue applications or add-ons installed on to the devices can have significant effect on the overall performance and stability of the device. To stop this occurring, the users of these devices which have been supplied by CITG / the College for work related purposes, must not, without express permission from CITG:

- download or install any app on to that device.
- in any way modify the components of that device.
- modify the software or hardware configuration of the computer system / device.

4.4. International Roaming

When a mobile voice / data device is taken outside of Australia and the reach of the local telecommunications provider, the costs to operate the device can become quite significant. It is for this reason that;

- no mobile voice / data device is to be operated outside of Australia without the express permission of CITG/the College.
- if the device is used outside of Australia, all "cellular data" must be switched off (CITG can assist with this).
- please note that as per section 5, non-compliance, any costs associated to the non-compliance of this policy by an employee may at the discretion of CITG/the College be on-charged to that employee.

4.5. Employer Access

All devices provided by CITG/the College remain the property of CITG/the College and as such reserve the right to both monitor and access the usage and contents of any device provided to an employee, including call usage (destination and duration) and messaging.

5. Non Compliance

The respective College and/or CITG will review any alleged breach of this Acceptable Use Policy on an individual basis. If the alleged breach is of a very serious nature which breaches the employee's duty of fidelity to the college (for example, emailing confidential information of a resident), the employee shall be given an opportunity to be heard in relation to the alleged breach and if it is admitted or clearly established to the satisfaction of the company the breach may be treated as grounds for dismissal.

Otherwise, an alleged breach may be dealt with as follows:

- initially, the employee shall be informed of the alleged breach, given an opportunity to respond to the allegation, and if it is not satisfactorily explained, be asked to desist from or where applicable to remedy the breach.

- if the breach is not desisted from or remedied, the College may either withdraw the employee's access to the system or provide a first warning to the employee, to which the employee shall have an opportunity to respond.

- if the infringing conduct continues the employee may be given a second and a third warning, to each of which he or she shall have an opportunity to respond.

- if a breach is committed after the third warning the employee may be dismissed.

- any costs associated to the non-compliance of this policy by an employee may at the discretion of CITG/the College be on-charged to that employee.

Note: that rectification of any problems caused by the breach will be dealt with as a low priority item by CITG.