

ONLINE SERVICES CODE OF PRACTICE

DRAFT

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INTRODUCTION

This document provides guidelines for the proper and acceptable usage of online information services, using both internal and external networks. These currently include: Internet access, email, facsimile and all other electronic data transfer using City of Joondalup information technology facilities.

This document has been prepared by Corporate Services and Libraries and endorsed by the Information and Technology Advisory Committee in April 1999. It is to be used in conjunction with the Online Service Provision policy LS-08.

PURPOSE OF THE CODE OF PRACTICE

The purpose of this Code is to safeguard the organisation against the misuse of information technology by Council officers. It is intended to establish guidelines and minimum requirements governing acceptable use of online information services. The overriding principles of this include:

- Council provides online information services as one method of satisfying the informational needs of both the community and Council officers;
- Council officers understand that electronic information and documents are subject to the same and similar laws, regulations, policies and other requirements as information communicated in other written forms and formats;
- Disruptions to Council business resulting from inappropriate use of the services are to be avoided.

STAFF ACCEPTABLE USE

Any Council officer found breaking the Online Service Provision Policy will immediately have access to online services revoked and the matter referred to the Chief Executive Officer. Where such breaches include suspected illegal activity the matter will be referred to the Western Australian Police Department.

A Council officer agrees by signing the online use form to abide by **all** the below-listed conditions. Council officers shall:

1. not use Council computing equipment to:
 - i. transmit objectionable material;
 - ii. obtain possession of objectionable material;
 - iii. advertise objectionable material is available for transmission;
 - iv. request the transmission of objectionable material;

- vi. make restricted material available to a minor;
- as defined by the Censorship Act 1995 (see Appendix I).
- 2. not use Council computing equipment to breach, or attempt to breach, the security of either Council or external computing equipment or facilities.
- 3. not use, or attempt to use, newsgroups, Internet relay chat (IRC), chat lines, or other similar interactive services.
- 4. not use, or attempt to use, email external to the Council without the prior written permission of the appropriate Director and the Manager Information Services.
- 5. not transfer, or attempt to transfer, digital files to Council equipment from online sources without the prior written permission of the appropriate Director and the Manager Information Services.
- 6. not transfer, or attempt to transfer, digital files from Council equipment to online sources, excepting email attachments created using Council-standard office products.
- 7. understand that Internet access is a filtered service, which prohibits access to certain sites which might be considered either illegal or immoral.
- 8. understands that the City is not responsible for the content of any online services, including its accuracy, authoritativeness, timeliness or usefulness. Similarly, the City cannot be held responsible for breaks in the service due to technical problems outside its control. The nature of the Internet means that some or all services will sometimes not be available without prior notice.
- 9. understand that usage for personal gain, or the gain of any commercial venture, is prohibited.
- 10. ensure that transmissions of any material are not in violation of any, including, but not limited to, copyright material, confidential Council material and materiel protected by trade secret.
- 11. ensure that use must be legal, ethical, reflect honesty and show restraint in the consumption of shared resources.

STAFF OBLIGATIONS

Users should be aware of potential security problems before transmitting private or confidential messages. Electronic data transmission is not private communication. Disclosure may occur when email messages are forwarded to unauthorised users, directed to the wrong recipient, intercepted by electronic means, or printed in a common area where others can read them.

Both email and Internet usage is logged and can be isolated to individual users should the need arise, including, but not limited to, pages browsed on the Internet and the time of access.

Users must take all reasonable precautions, including safeguarding and changing passwords, to prevent the use of their personal workstation by unauthorised individuals. Passwords should be changed regularly. Obvious passwords should be avoided. When

access and security information and, if possible,

(screen lock).

Staff should be aware that electronic mail or faxed communications from the City of Joondalup is equivalent to a letter printed on City letterhead and therefore is subject to the same legal, privacy, and records management obligations as communication sent by conventional mail. In particular, electronic documents are subject to the Freedom of Information (FOI) Act and are as likely to be disclosed to members of the public as other documents.

All information held by the City in any electronic or manual system is the property of the City of Joondalup.

The City of Joondalup reserves the right to revoke access to any or all online services, at any time, to either individuals or the whole organisation, without reason.

NETWORK ETIQUETTE

All users of electronic data exchange facilities are expected to abide by the generally accepted rules of network etiquette. These include, but are not limited to, the following:

- (a) Compliance with the City's standards, policies and regulations for employee conduct.
- (b) Not using the network in such a way that disrupts the use of the network for other users. This applies specifically to vandalism and harassment defined below.
- (c) Be courteous and follow acceptable standards of etiquette.
- (d) Avoid distribution of junk mail (unsolicited material such as repetitive mass mailings, advertising, or chain messages).
- (e) Protect the privacy and confidentiality of others.
- (f) Use information technology resources efficiently and productively.
- (g) Type email or faxes in mixed case. All CAPS is regarded as S-H-O-U-T-I-N-G. It is difficult to read and adds to user eye-strain.
- (h) Excessive use of colour should be avoided. Plain text on a white or light grey background is considered OK for readability of electronic mail transmissions.

Vandalism and Harassment

- i. Vandalism is defined as any malicious attempt to harm, modify, and destroy data of another user or Internet provider. This includes, but is not limited to, the uploading or creating of computer viruses.
- ii. Harassment is defined as the persistent annoyance of another user, or the interference of another user's work. Harassment includes, but is not limited to, the sending of unwanted mail.

ELECTRONIC MAIL AND FAXES

Housekeeping

- (a) Email communications can quickly consume the server's disk space and may cause system problems. Although deletion of unnecessary email communications is encouraged, users should consult the City's established record retention guidelines for proper instruction regarding disposal or archival of email correspondence.
- (b) To prevent the City's records being inadvertently destroyed, users must transfer email or faxes into personal folders or, store work related email or faxes on the file server. Alternatively include retention as part of your normal administrative practice. (i.e. print and file hard copy or save to V:\Drive on file server.)
- (c) Be aware that Information Services Unit performs monthly clean-up of the email Server deleting:
 - email in Trash folder older than 30 days
 - email in Sent Items folder older than 60 days
 - email in Inbox folder older than 90 days.

User Responsibilities

It is the User's responsibility to administer their Inbox, including:

- Check email at least daily;
- Respond to email promptly in accordance with the Customer Service Charter;
- Message deletion should follow normal administrative procedure;
- Follow chain of command procedures for corresponding with superiors. For example, don't send a complaint via email directly to the top just because you can. Users should be aware of the content and classification of any information contained in data files or correspondence which they are transmitting. Users should not exchange unencrypted, confidential information;
- email should not be used in lieu of contracts or for formal agreements because of the potential for forgery or misrepresentation.

Encounter of Controversial Material

- (a) Users may encounter material which is controversial and which they may consider inappropriate or offensive. It is the user's responsibility not to initiate access to such material. If the user has a concern regarding this, they should contact the Manager Information Services.
- (b) Any decision by the City of Joondalup to restrict access to Internet material shall not be deemed to impose any duty on the committee to regulate the content of the material on the Internet or a negligence for any failure to regulate material.

No Warranties

The City of Joondalup is not responsible for any damages a user suffers as a consequence of an Internet session. As stated in sub-section 7 of Staff Acceptable Use: The City is not responsible for the content of any online service, including its accuracy, authoritativeness, timeliness or usefulness. Similarly, the City cannot be held responsible for breaks in the service due to technical problems outside its control. The nature of the Internet means that some or all services will sometimes not be available without prior notice.

RECORDS MANAGEMENT PROCEDURES

All electronic documents are subject to the same record keeping requirements as hard copy documents. Ensure that your normal administrative practice covers email or faxes similarly to other correspondence.

Records created and transmitted using email or fax need to be identified, managed, protected, and retained as long as they are needed to meet historical, administrative, fiscal, or legal requirements under the Library Board and Local Government Acts.

Electronic Mail or Faxed Messages Sent

- (a) When you send work related Email and faxes it is your responsibility as the author, originator or editor to ensure that the messages plus attachments are included as part of your normal records keeping practice. Transmissions containing records of long term value should be stored to Records Document Management System (Oasis) or printed and forwarded to Records Services for attachment to the hard copy file. Short term records should be saved to the appropriate project directory in the V:\Drive.
- (b) Ensure meaningful information is entered in the subject field of email or faxes. This will assist recipients and improved retrieval at a later date.
- (c) email or Faxed Messages retained as records must include the details -

From: (Sender)

Date and Time

Subject: (Clearly define the content of the email message)

Body of Message Construct the message as a series of short paragraphs. Focus on one subject .

Reference : If known (File number obtained from the Records Document Management System - Oasis)

Electronic Mail and Faxed Messages Received

- (a) Work related internal email or Faxed messages received, need only be saved if you edit or alter the email or faxes. You may save a copy as a personal record for your own information.
- (b) External (received via the Internet) work related email or faxes and attachments should be stored to Records Document Management System (Oasis) or printed and forwarded to Records Services.

Conditions of Use

The City of Joondalup provides access to the Internet and other online services to the public under strict conditions of use. Breach of any conditions will result in a client being removed from using the services and reported to the Police where appropriate.

In accordance with the WA Censorship Act 1995, Division 6 - Computer Services:

A person must not use Council computers to -

- transmit an objectionable article;
- obtain possession of an objectionable article;
- advertise an objectionable article is available for transmission;
- request the transmission of an objectionable article.

The Penalty for any of the above offences is \$15,000 or 18 months imprisonment

A person must not transmit restricted material to a minor;

A person must not make restricted material available to a minor.

The Penalty for either of the above two offences is \$5,000 or 6 months imprisonment

The City of Joondalup is not responsible for the content of any online service, either its accuracy, authoritativeness, timeliness or usefulness. The City shall accept no responsibility for any damages arising from the use of its connection to online services. Similarly, the City cannot be held responsible for breaks in the service due to technical problems outside of its control. The nature of the Internet means that some or all services will sometimes not be available without prior notice.

In accordance with City of Joondalup Policy Manual - Online Service Provision Policy, the computers are intended for information-gathering purposes only. The use of electronic mail, file transfer, newsgroups, internet relay chat and other similar interactive services is prohibited. Likewise access to the Internet through the City of Joondalup gateway is filtered to prevent access to certain sites.

The City of Joondalup Libraries provide access to the Internet as one method of satisfying the information, recreational and cultural needs of the community. Specific entertainment-based online services will not be provided unless warranted by valid information content in line with standard selection policies.

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clients are scheduled to use the service the terminal will be disabled at the exact time a booking ends. Clients must therefore have finished all online activity before this time.

Objectionable material includes: any media classified RC or refused publication; child pornography; articles promoting crimes and/or violence; and articles that describe or depict coercion to submit to sexual conduct, acts of necrophilia, torture, bestiality, or the use of excrement in a sexual act.

Restricted material means articles dealing with matters of sex, drug misuse, crime, cruelty, violence or abhorrent phenomena, which would be unsuitable for a minor to see, hear or read.

Name: _____

Directorate: _____

Business Unit: _____

Position: _____

Definitions:

For the purposes of the following agreement the below definitions are understood:

- Online Service: any electronic communication method that involves the intercommunication with any electronic network not owned and administered by the City of Joondalup.
- Workstation: the personal computer situated on the desk or workspace of the undersigned council officer, for which the officer has been provided a personal network password.

I, (block letters) _____, agree to abide by all conditions as outlined in Council Online Services Provision policy LS-08, specifically the conditions of Staff Acceptable Use. It is further understood that I will:

- not, or not attempt to, alter any computer settings, or install any software, that will allow unauthorised access to any online services;
- take all reasonable measures to prevent access to online services through my workstation by unauthorised officers, including, but not limited to, implementing a screen saver password;
- accept all responsibility for access to online services undertaken from my workstation during those hours in which I am present in the building;
- read and abide by the Online Services Code of Practice.

I understand that the City of Joondalup may revoke access to any or all online services, at any time, without reason. I further understand that breach of any of these conditions, will result in permanent removal of online services access, and may result in punitive action by the Chief Executive Officer including, but not limited to, recommendation for prosecution by the City of Joondalup.

All access is dependent upon approval by the appropriate Business Unit Manager or Director.

Signature: _____

Director's Authorisation: _____

Date: _____

Date: _____

At the City of Joondalup the Internet and email facilities have become an critical working tool for internal and external business communications. This policy highlights the rules and guidelines covering the use of the Internet and email facilities within the City of Joondalup.

The policy explains how Internet and email access should be used and what an online user is permitted and not permitted to do. Furthermore it will outline the action strategies to be used when non-compliance occurs.

Scope

This policy will apply to all ‘**council representatives**’ including, Councillors, employees, contracted and temporary workers, work experience students and volunteers who have access to the Internet and email systems at the City of Joondalup.

Policy

Usage of Login Accounts and Passwords

Users are provided with access to the City’s computer network and corporate systems via a personalised login account(s). Associated with each login account is a password that the user is required to change at periodic intervals defined by the security policy.

Users must always ensure that they only access the network and corporate systems using their individual login accounts. Furthermore, the passwords for these login accounts are not to be divulged to other persons.

The above policy ensures:

- ❑ Access to the network and corporate systems can always be traced to specific individuals
- ❑ Access to system functions and facilities are properly authorised
- ❑ Financial transactions performed are consistent with the approved authority for each position

Use of the Internet and Electronic Mail

The use of the Internet and email facilities and equipment by council representatives is permitted and encouraged, where such use is for business purposes and supports the goals and objectives of the City of Joondalup and it’s business units.

Council representatives are not permitted to use these systems for offensive material, which includes and is not limited to:

- Obscene or harassing languages or images;
- Racial, ethnic, sexual, erotic or gender specific comments or images; and

Other activities which are consider improper include, but is not limited to:

- Chain letters or junk email;
- Operating an outside business, business venture operations or activities offering personal gains;
- Employees are not permitted to visit masking sites, news groups, anonymous email sites or anonymous proxy servers;
- Email is not to be used to advertise any information which is not work related;
- Conducting illegal activities;
- Chat lines or free Email services; and
- Gambling.

The Web and Systems Administrator will frequently revise the policy as necessitated by changing business requirements. These changes will be advertised in the Desk of the CEO publication and all council representatives will be informed through email.

3.2.2 Personal Use

The Internet and email facilities exist for business purposes. However the City of Joondalup recognises that on occasion council representatives use the facilities for incidental 'personal use'. When using the facilities for personal use the council representatives is responsible for using good judgement and adhering to all aspects of the Online Services Policy.

3.2.3 Encounter of Controversial Material

Users may encounter material which is controversial and which they may consider inappropriate or offensive. It is the users responsibility not to initiate access to such material.

In a case where a user opens an email or Internet site, and was unaware of the contents they should not forward the material to any internal or external users and must close down the page or delete the material from the deleted folder immediately.

Continual non-compliance will result in disciplinary action.

3.2.4 Study Purposes

All council representatives of the City of Joondalup who are attending a course of study approved by and appropriate to the needs of the Council are allowed to use the Internet and email facilities for study purposes. The time allocated for this purpose is determined by the Manager and must be recorded. These records must be signed by the Manager and employee and monitored regularly.

All Internet and email transactions are the property of the City of Joondalup.

All Internet and email transaction made by a council representative is the property of the City of Joondalup.

Intellectual Property

The Internet and email facilities and equipment are provided to council representatives to assist in the performance of the corporations' responsibilities and execution of individual jobs. Therefore all material created by a council representative on these systems, during work hours, is the intellectual property of the City of Joondalup.

However, it is indicated in the policy that council representatives are allowed to use these facilities during non-work hours for study purposes (See 3.1.4). All material, which is created for this purpose and conducted during no-work periods is the intellectual property of the author and not the City of Joondalup.

It would be improper for bad news to be distributed by email, for example negative feedback or criticism.

The Internet and email facilities and equipment are not secure because of the ease of sending, forwarding and storing messages, and being printed in a common area where others can read the information. Thus they are an unsuitable medium for distributing sensitive or confidential information.

A council representative should:

- Not send information, which is sensitive in nature;
- Not send corporate information or copyright material without Managerial permission;
- Ensure emails sent from the City of Joondalup contain a corporate confidentiality note, which is displayed below;

'The information contained in this communication may be confidential or commercial sensitive information. If you are not the intended recipient you must not copy this communication, disclose its contents to any other party; or take any action in reliance on it. Please delete and destroy all copies and immediately notify the sender on {insert telephone number} or by reply message'.

- Do not send any information to media organisation without permission from the Business Unit Managers and acting in accordance with the councils policy for media releases.
- Not use emails in lieu of contracts or for formal agreements because of the potential for forgery or misrepresentation.

Record Management

All business communications appropriate to the Cities projects should be stored to the Records Management System (RMS). This is to prevent the City's records being advertently destroyed.

All messages which have been stored to a Council representative's hard drive, or to a file server must be deleted after they are no longer required for business purposes.

Be aware that Information Services perform monthly clean-ups of the email server deleting:

- Emails in trash folders older than 30 days;
- Emails sent items folder older than 60 days;
- Emails in inbox folder older than 90 days.

the Internet and email.

The City of Joondalup maintains a log of Internet and email access transactions for all users and examines unusual usage patterns. The City is able to determine the pages browsed and the time this material was accessed.

The City of Joondalup respects the right of its council representative to privacy however the City has the right to review, audit, intercept, access and disclose all activities, received or sent via the Internet or email.

Professionalism

Emails are often viewed as an informal means of communicating, however the same corporate writing standards for business letters, faxes and memos are also to be applied to emails. (See Written Communication Guideline.)

All email users must have a standard auto signature, which includes:

- City of Joondalup;
- Users full Name;
- Users position title;
- City of Joondalup's address;
- Telephone/mobile number;
- Fax number;
- Email address;
- Confidentiality quote/Disclaimer (see 3.4 for standard confidentiality note).

Users Responsibility

It is the users responsibility to ensure Microsoft outlook is maintained at a good standard.

- Check and read your emails twice daily.
- Respond to emails promptly and in accordance with the Customer Service Charter.
- Maintain your Outlook calendar on a daily basis.
- Manage your inbox, deleted items and sent items the way you would when managing paper records.
- The Microsoft 'Out of Office Assistant' must be in operation when a Council representative is out of the office.

Virus Awareness

The City of Joondalup has protection from a number of virus, however there are many new strains, which are able to penetrate our system, causing much damage.

Information Services to confirm it operates in conjunction with the corporate standard operating environment.

The City of Joondalup maintains anti-virus facilities in order to minimise potential threats from virus attacks to our internal systems. The City of Joondalup also recognises the responsibility to reduce the potential for viruses to be propagated to other individuals and organisations from sources within the City of Joondalup.

Anti-virus facilities will be maintained in a timely manner with information from software providers and other sources being reviewed frequently and assessed in terms of potential threats to internal and external systems. Software updates and any other measures considered appropriate will be undertaken in order to maintain and protect internal systems. The City of Joondalup reserves the right to withdraw services, filter content and quarantine files and data intended for internal and external recipients on either a temporary or permanent basis.

The problems associated with viruses have been demonstrated in many major virus outbreaks and it is recognised that completely up to date anti-virus software does not provide total protection against all computer viruses. As such the following user responsibilities have been identified

- (a) Users should exercise care when accessing files, programs or services from external sources such as email or the internet. Unsolicited email or email from a source not known to the recipient should not be opened or forwarded to other email users. If the information is considered to be potentially useful it should be forwarded to the Information Services Help Desk for virus analysis.
- (b) Virus reports received by users should be forwarded ONLY to the Information Services Help Desk. Many computer viruses have been distributed as “notifications” or “fixes” and the potential disruption of mass distribution of a virus hoax is in many ways as threatening as a real computer virus.
- (c) Users must adhere to directives that may be issued from time to time regarding the use of services and data from Information Services. These instructions are designed to protect the availability and integrity of network services.
- (d) All software installed at the City of Joondalup must be licensed and approved by Information Services that it is consistent with the corporate standard operating environment. Users must not download and install free or pirated software as these are potential sources of viruses.

Acknowledgment of Policy Understanding

All current and new council representatives at the City of Joondalup are required to read and understand this policy. The policy will be a part of the induction manual and a signed copy of the Acknowledgment of Policy Understanding form (Appendix 1) needs to be forwarded to the Manager Human Resource and place on the employees file for record.

Breaching the Policy

Improper use of the Internet and email systems may pose a threat to the systems security and the privacy of staff and others and the legal liability of the organisation.

The City of Joondalup continually carries out monitoring and surveillance of the Internet and emails. When an council representative does not observe this policy, appropriate action will be taken in accordance with the Code of Conduct and City of Joondalup Award conditions.

ACKNOWLEDGMENT OF POLICY UNDERSTANDING
ONLINE SERVICES POLICY

NAME

RECTORATE

BUSINESS UNIT

POSITION

Definitions:

For the purpose of the following declaration the below definitions are understood.

Online Service: any electronic communication method that involves the intercommunication with any electronic network not owned and administered by the City of Joondalup.

Council representative: Is any Councillor, employee, contracted and temporary worker, work experience students and volunteers who have access to the Internet and email facilities at the City of Joondalup.

I have read and understood the Online Services Policy and agree to abide by the conditions as outlined in the Online Services Policy.

Furthermore I will read, understand and adhere to all activity changes that are advertised by email and in the Desk of the CEO publication from the Web and Systems Administrator.

I understand that the City monitors the Internet and email facilities and may revoke access to any or all online services, at any time, if I breach the Policy. Further I understand that in the event of a breach appropriate action can be taken in accordance with the Code of Conduct, the City of Joondalup's Award conditions and other relevant legislation.

Signature

Date
