

POLICY 4.2.2 - ONLINE SERVICE PROVISION

OBJECTIVE

Provide effective and efficient use of online services whilst ensuring Council is not legally compromised by its public provision of these services, such as access to the Internet.

STATEMENT

Libraries provide access to online information services 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 informational content in line with standard selection policies.

Code of Conduct

In order to meet the requirements of the Censorship Act 1995, Division 6, Council is a signatory to the Code of Conduct of the Western Australian Internet Association. In accordance with this Code users of the online services provided by Council must be registered members of the City of Joondalup Libraries and have signed an agreement to abide by Online Service Provision Policy - Public Acceptable Use.

A public notice containing a copy of Division 6, section 102 of the Censorship Act 1995 will be located near each public terminal providing online services to ensure awareness of liabilities.

Public Acceptable Use

Any ~~user found breaking the Online Service Provision Policy~~member of the public found ~~breaking the Online Services Policy~~ would immediately have access to online services ~~permanently~~ revoked. Where such breaches include suspected illegal activity the matter will be referred to the Western Australian Police Department.

Customers ~~must not attempt to breach security measures implemented to prevent~~agree by signing the Library membership register to abide by *all* the below listed conditions. Clients shall:

- ~~1. transfer of digital files to and from Council equipment and online sources.~~
- ~~2. use of Email.~~
- ~~3. transfer of objectionable or illegal material as defined by the Censorship Act 1995.~~
- 1.1 Not use Council computing equipment to:
 - 1.1.1 Transmit objectionable material
 - 1.1.2 Obtain possession of objectionable material
 - 1.1.3 Advertise objectionable material is available for transmission
 - 1.1.4 Request the transmission of objectionable material
 - 1.1.5 Transmit restricted material to a minor
 - 1.1.6 Make restricted material available to a minor
- as defined by the Censorship Act 1996 (WA)

- 1.1.7 Not use Council computing equipment to breach, to attempt to breach, the security of either Council or external computing equipment or facilities.
- 1.2 Not use, or attempt to use, emails, short messaging (SMS), file transfer (FTP), newsgroups, Internet relay chat (IRC), chat line, or other similar interactive Services,
- 1.3 not transfer, or attempt to transfer, digital files between Council equipment and online sources and vice versa.
- 1.4 understand that Internet access is a filtered service, which prohibits access to certain sites which might be considered either illegal or immoral.
- 1.5 acknowledge that Council cannot guarantee more than a single booking period. Customers must have finished all online activity before the end of a booked session.
- 1.6 understand that Council is not responsible for the content of any online services, including its accuracy, authoritativeness, timeliness or usefulness. Similarly, Council 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.

Employee 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.~~

Employees may not:

- ~~1-transfer any digital files onto Council equipment without the written permission of the Chief Executive Officer.~~
- ~~2-transfer any digital files to online sources, excepting Email attachments created using Council standard office products.~~
- ~~3-transfer objectionable or illegal material as defined by the Censorship Act 1995.~~

~~Employees will be required to sign an agreement to abide by Council Online Services Policy upon commencement of employment or connection of their workstation to online services.~~

Elected Members' obligations

~~Elected Members are bound by the same conditions as outlined in "Employee Acceptable Use". Any Elected Member suspected of breaking the Online Services Provision Policy will immediately be referred to the Chief Executive Officer.~~

~~Requests from Elected Members for variations to services are to be directed to the Chief Executive Officer for evaluation.~~

Charging

World Wide Web access will be provided free of charge to clients, in line with Council policy to provide a free information service to residents and library users. Provision of other Internet-based or online services will incur charges to recover Council costs as appropriate.

Training

Library staff will provide only basic access assistance in the use of the public online services. ~~Appropriate organised group training sessions may be conducted. Such training sessions may be charged to the client on a cost recovery basis.~~ Organised group training sessions may be conducted as considered by the Manager Library Services. Such training session may be charged to the client on at a cost recovery basis.

Also See policy 2.3.5 Online Services as a reference

POLICY 2.3.5 ONLINE SERVICES

1. Purpose

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.

2. 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.

3. Policy

3.1 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

3.2 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 its 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 comments or images that would offend other council representatives or members of the public on the basis of their religion or political beliefs, sexual orientation, physical feature, national origin or age.

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' for example online banking, and stockmarket sites. 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 ———Newsletters and Discussion forums

Council Representatives are permitted to subscribe to newsgroups from a professional body when used for organizational and professional development.

In order for a staff member to gain subscription to a newsletter they must seek authorization from their supervising Manager. At any time the supervising Manager can revoke permission of subscription for any purpose.

All Council Representatives at the City of Joondalup are able to participate in discussion forums included in reputable organisations web sites. These discussion forums are only permitted for business purposes.

3.2.4 3.2.5 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.

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

The City of Joondalup respects the rights of council representatives to privacy however the Council reserves the right to access business records created by its council representatives and to investigate any suspected improper conduct on the part of any council representative.

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

3.4 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.

3.5 Sensitivity and Confidentiality

While emails are a fast and convenient way of communication it should not replace personal communication

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.

3.6 **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.

3.7 **Monitoring and Surveillance**

Monitoring and surveillance of Internet and emails facilities occurs not for policing rather to protect the City of Joondalup from potential consequences that may occur through misuse of 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.

3.8 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).

3.9 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.

4.0 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.

All employees should not download and install free or pirated software, especially from unknown sources, as there is a danger of introducing viruses into our system.

All software installed at the City of Joondalup should be licensed and checked by 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.

4.1 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.

To ensure awareness and understanding of the policy and knowledge of other restricted activities, the Online Policy will be addressed in a council representative's yearly performance review.

4.2 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.

CITY OF JOONDALUP

ACKNOWLEDGMENT OF POLICY UNDERSTANDING **ONLINE SERVICES POLICY**

NAME

DIRECTORATE

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
