Use of ICT Services, Facilities and Devices Policy

Department of Transport and Main Roads

Compliance with this policy is mandatory

Queensland
Government

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Document control sheet

Departmental approvals

Date	Name	Position	Action	Signature
30 June 2016	Martin Bradshaw	Chief Information Office	Approve	Signed 30 June 2016
30 June 2016	Nicole Atkinson	Director – ICT Security and Policy Office	Endorse	Signed 30 June 2016

Document identity

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Version history and legend

Version	Document status and nature of amendment	Date
3.3	Draft version – updated to include amendments issued by Queensland Government Chief Information Office and Public Service Commission in December 2015	6 June 2016
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Contents

Table of Contents

1. Purpose

A range of government-provided information and communication technology (ICT) services, facilities and devices are available to the Department of Transport and Main Roads (TMR) staff in order to enable and fulfil their functions. TMR staff use and management of government-provided resources imposes an obligation of responsibility and accountability. The purpose of this policy is to ensure the implementation of consistent policies and practices in the management of TMR staff use of ICT services, facilities and devices. This policy should be read in conjunction with:

- The Public Service Commission's *Use of the Internet and Email Policy*
- *Public Service Act 2008*
- *Public Sector Ethics Act 1994*
- *Code of Conduct for the Queensland Public Service.*

2. Policy Statement

The use of government–provided ICT services, facilities and devices is for officially approved purposes. Limited personal use of these resources may be made available to staff on a basis approved by the department's chief executive (Director-General). All TMR staff use and access must be able to withstand public scrutiny and/or disclosure.

3. Policy Benefits

TMR's implementation of this policy will:
- establish an accountable, open and transparent use of government resources, minimising instances of misuse
- reduce risks associated with public scrutiny in the use of government resources
- support an open, fair and transparent disciplinary process where rules are clearly articulated
- reduce departmental vulnerability to threats posed by inappropriate use which can potentially lead to legal liability.

4. Policy Scope

TMR staff personal ICT services, facilities and devices are out of scope, however TMR staff access to and use of government-provided ICT services, facilities and devices by these (e.g. accessing government email, Wi-Fi via a personal device) is in scope. Personal ICT services, facilities and devices which are authorised to be used for work purposes should be included in departmental Bring Your Own Device (BYOD) policies and standards.

TMR staff limited personal and professional use of social media is within the scope of this policy. Official use of social media is outside the scope of this policy and is addressed in the Principles or the official use of social media networks and emerging social media.

5.   Policy Applicability

This *Use of ICT Services, Facilities and Devices Policy ver 4.0* applies to all TMR staff as defined at part 10.

6.   Policy requirements

6.1   Policy Requirement 1: TMR must implement policies addressing staff use and monitoring of ICT services, facilities and devices

Monitoring

As a condition of employment, TMR staff acknowledge that TMR logs and monitors all use of government-supplied ICT services, facilities and devices. This includes email, internet, cloud, server usage and data storage. TMR may copy, access or disclose these logs and any data that is stored, processed or transmitted using government-supplied ICT services, facilities and devices, where required to:

- meet a legitimate business reason

- assess compliance with policy requirements

- investigate a suspected or actual security incident, or a complaint received by TMR

- manage system and network performance

- meet legal obligations.

TMR will not seek individual and/or ad hoc consent from TMR staff prior to any inspection, monitoring, or disclosure of usage or content stored in the user's account, nor will any notification be provided to TMR staff after any disclosures have occurred.

Staff use

Under the subheading "Section 6 Advice" this *Use of ICT Services, Facilities and Devices Policy ver 4.0* cites TMR and Queensland Government Chief Information Office's (QGCIO) supporting documents. The cited QGCIO Authorised and unauthorised use of ICT services, facilities and devices guideline Section 2 details TMR employees' mandatory standards of compliance.

6.2   Policy Requirement 2: TMR must ensure all staff are aware of, understand and acknowledge their responsibilities and policy obligations when using ICT services, facilities and devices

7. Advice

The following documents provide the mandatory standards that support and complement *TMR's Use of ICT services, facilities and devices policy ver 4.0*:

- QGCIO's
    - Information Standard *38 Use of ICT services, facilities and devices - IS38*
    - [Authorised and unauthorised use of ICT services, facilities and devices guideline](#) (compulsory for TMR employees)
    - [Personal use of social media guideline](#)
    - [Email monitoring and the Telecommunications (Interception and Access) Act guideline](#)
    - [Public Wifi Guideline](#)
- TMR's
    - *Information Security Policy* and supporting standards
    - Social Media Policy and supporting documents

8. Issue and review

Issue date: Date as indicated by authorising signatory.

Next review date: As soon as practicable after the end of the period of two (2) years from the date as indicated by authorising signatory or as determined as needed by the Chief Information Officer.

This *Use of ICT Facilities and Devices Standard ver 4.0* is published within TMR and administered by the Information Technology Branch's' ICT Security and Policy Office.

9. Implementation

TMR's *Use of ICT services, facilities and devices policy ver 4.0*

- comes into effect from the date indicated by the authorising signatory; and
- repeals TMR's
    - *Use ICT facilities and devices policy ver 3.21*
    - *ICT Use of ICT Facilities and Devices Standard ver 4.0*

10.   Dictionary

Terms, abbreviations and acronyms	Definition	Source (paraphrased and/or verbatim)
Authorised Use	Use by individuals who have: Received authorisation before operating the relevant device or service; and Agreed to abide by the policies, guidelines and local practice arrangements for use of the relevant facility or device, and who have appropriately acknowledged this agreement where required.	QGCIO glossary
DTMR	Department of Transport and Main Roads.	Acronym
Staff	For the purposes of this document only, staff of Transport and Main Roads (TMR) are defined as: • any TMR (or seconded from a Queensland public service agency) employee whether permanent, temporary, full-time, part-time or casual, and • any volunteer, student, contractor, consultant or anyone who works in any other capacity for TMR or another Queensland public service agency.	*Code of Conduct for the Queensland Public Service*
ICT	Information and communication technology.	Acronym
Government provided information and communication technology (ICT) services, facilities and devices	Government provided ICT services facilities and devices can be those that are owned/operated in-house, or as-a-service. The range of ICT services, facilities and devices include (but are not limited to) personal identifiers (e.g. work email address, payroll or telephone number) desktop, laptop and tablet computers, desktop, mobile and smart phones; removable media; radios or other high frequency communication devices; television sets; monitors, kiosks and consoles, sensors, digital or analogue recorders (including DVD and video); and cameras; photocopiers; facsimile machines; printers (and other imaging equipment); electronic networks including the internet and wireless networks; and applications and software provided by a device or an Internet site including social media, email, identity and web services.	QGCIO glossary
QGEA	The [Queensland] Government Enterprise Architecture provides the framework to support the development of better services for Queenslanders, more efficient and effective use of ICT in the Government, and effective partnering with the private sector.	QGCIO glossary
Unauthorised use	Access that has not been authorised and includes use which is inappropriate, unlawful and/or criminal.	QGCIO glossary

11.   References

11.1   Commonwealth Legislation

- *Copyright Act 1968 (Cth)*
- *Cybercrime Act 2001 (Cth)*
- *Privacy Act 1988 (Cth)*
- *Telecommunications Interception Act 2009 (Cth)*
- *Spam Act 2003 (Cth)*

11.2   Queensland Legislation

- *Anti-Discrimination Act 1991*
- *Crime and Misconduct Act 2001*
- *Criminal Code Act 1899*
- *Defamation Act 2005*
- *Financial Accountability Act 2009*
    - Financial and Performance Management Standard 2009
- *Information Privacy Act 2009*
- *Public Interest Disclosure Act 2010*
- *Public Records Act 2002*
- *Public Sector Ethics Act 1994*
- *Public Service Act 2008*
- *Right to Information Act 2009*
- *Work Health and Safety Act 2011*

11.3   Queensland Government supporting policies, standards and guidelines

- 2008, *Queensland Government Enterprise Architecture Framework 2.0*, Queensland Government Chief Information Office (QGCIO)
- 2015, Information Standard 38 (IS38), *Use of ICT Services, Facilities and Devices*, Queensland Government Chief Information Office (QGCIO)
- 2012, Information Standard (IS18), *Information security - IS18*, Queensland Government Chief Information Office (QGCIO)
- 2015, *Use of internet and email policy*, Public Service Commission
- *2010, Code of Conduct for the Queensland Public Service*

11.4   TMR ICT supporting policies and standards

- TMR's Information Security Policy and supporting standards
- TMR's Social Media Policy and supporting documents
- TMR's other ICT policies and standards