



**Policy Document**

**Computer, Telephone  
and Desk Use Policy**

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## Document Control

<b>Organisation</b>	Powys County Council
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## Revision History

Revision Date	Revision	Previous Version	Description of Revision
March 2009	Version 1		
March 2012	Version 2.1 (DRAFT)	Version 1	Updated to clarify telephone usage policy
June 2012	Version 2.2 (DRAFT)	Version 1	Updated to reflect HoS decision re: personal calls
August 2012	Version 2.3 (DRAFT)	Version 1	Updated to reflect HoS change of decision re: personal calls
December 2012	Version 2.4 (DRAFT)	Version 1	Updated to clarify when mobile phones should be issued
January 2013	Version 2.5 (DRAFT)	Version 1	Updated to clarify minimum level for reclamation of usage charges

## Document Approvals

This document requires the following approvals:

Sponsor Approval	Name	Date
Head of Information & Customer Services		
Members of the Board		

## Contributors

Development of this policy was assisted through information provided by the following organisations:

- Devon County Council
- Dudley Metropolitan Borough Council
- Herefordshire County Council
- Plymouth City Council
- Sandwell Metropolitan Borough Council
- Sefton Metropolitan Borough Council
- Staffordshire Connects
- West Midlands Local Government Association
- Worcestershire County Council
- NHS Yorkshire & the Humber

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## 1 Policy Statement

Powys County Council will ensure that every user is aware of, and understands, the acceptable use of the Council's computer and telephony resources and the need to operate within a "clear desk" environment.

## 2 Purpose

Modern day business operations and advances in technology have necessitated the wide spread use of computer and telephony facilities into most offices within Powys County Council and, with the advent of portable computers and smartphones, away from the Council's premises.

As such, there is considerable scope for the misuse of computer and telephony resources for fraudulent or illegal purposes, for the pursuance of personal interests or for amusement/entertainment. The Council also handles large amounts of PROTECT and RESTRICTED information. The security of this information is of paramount importance. Ensuring that a clear desk policy operates across the Council can help prevent the security of this information from being breached.

The misuse of Powys County Council computer and telephony resources is considered to be potential gross misconduct and may render the individual(s) concerned liable to disciplinary action including dismissal.

The purpose of this document is to establish guidelines as to what constitutes "computer and telephony resources", what is considered to be "misuse" and how users should operate within a clear desk environment.

## 3 Scope

This document applies to all County Councillors, staff, contractual third parties and agents of the Council who use Powys County Council IT and telephony facilities, or who require access to Powys County Council Information Systems.

This policy should be read in conjunction with the following policies:

- Email Acceptable Use Policy.
- Internet Acceptable Use Policy.
- Software Policy.

## 4 Definition

This policy should be applied whenever users who access information systems or information utilise Powys County Council computer and telephony resources.

Computer and telephony resources include, but are not restricted to, the following:

- Desktop computers.
- Portable laptop computers and tablet devices.
- Terminals.
- Printers.
- Network equipment.
- Telecommunications facilities (e.g. desk phones, mobile phones, smartphones, PDAs).

### 5 Risks

Powys County Council recognises that there are risks associated with users accessing and handling information in order to conduct official Council business.

This policy aims to mitigate the following risks:

- Sensitive or Protectively marked printed information being lost, misplaced or stolen
- Misuse of Council facilities
- Unauthorised use of Council telephony equipment for private usage

Non-compliance with this policy could have a significant effect on the efficient operation of the Council and may result in financial loss and an inability to provide necessary services to our customers.

### 6 Applying the Policy

#### 6.1 User Responsibility

- Users will not install or update any software on to a Council owned computer device.
- Users will not install any screen savers on to a Council owned computer device.
- Users will not change the configuration of any Council owned computer device.
- Users will not install any hardware on, or inside any Council owned computer device, unless authorised by Powys County Council ICT department.
- Users will allow the installation and maintenance of Anti Virus and Operating system updates immediately.
- Business critical data should be stored on a Council file and print server wherever possible and not held on the individual computers.
- All faults must be reported to the ICT Service Desk.
- Users must not remove or deface any asset registration number.
- User requests for new or upgrades of hardware, software or telephony equipment must be approved by the line manager. Equipment and software will then be purchased and installed by ICT Services.
- No family members may use Council owned IT or telephony equipment. The equipment is supplied for the staff members' sole use.
- The user must ensure that reasonable care is taken of the IT equipment supplied. Where any fault in the equipment has been caused by the user, in breach of the above paragraphs, Powys County Council may recover the costs of repair.
- The user should seek advice from the ICT Department before taking any Council supplied ICT equipment outside the United Kingdom. The equipment may not be covered by the Council's normal insurance against loss or theft. Portable Equipment will be encrypted and

as such will contravene import laws into many countries; therefore the equipment is liable to be confiscated by Airport Security personnel.

- Before the transfer of any personal data outside of the European Economic Area, users should seek advice from the ICT Department.
- Powys County Council may at any time, and without notice, request a software and hardware audit, and may be required to remove any equipment at the time of the audit for further inspection. All users must co-operate fully with any such audit.
- Employees leaving the Council or moving to another post within the Council must ensure all IT and telephony equipment provided to them is returned to ICT or their line manager. It is the line manager's responsibility to inform ICT if a mobile phone contract needs to be terminated or transferred to another individual.

### 6.2 Computer Resources Misuse

No exhaustive list can be prepared defining all possible forms of misuse of computer resources. The individual circumstances of each case will need to be taken into account. However, some examples are outlined below:

- Storing/processing/printing data for a purpose which is not work related.
- Use of computer resources for the purposes of fraud, theft or dishonesty.
- Storing/loading/executing software, for a purpose which is not work related, or
  - which has not been acquired through approved Council procurement procedures, or
  - for which the Council does not hold a valid program licence, or
  - which has not been the subject of formal virus checking procedures.

For further information, users are requested to read the following:

- Email Acceptable Use Policy.
- Internet Acceptable Use Policy.
- Software Policy
- Clear Desk section of this Policy

### 6.3 Telephone Usage & Monitoring

Powys County Council telephones (both landline and mobile) may be used for:

- Official business calls;
- Personal calls deemed to be in the best interests of Powys County Council and
- Emergency calls

The Council acknowledges that there may be exceptional circumstances where employees may need to make calls of a personal nature from a Council provided phone.

A call may be considered authorised in the best interests of Powys County Council if it meets the following criteria:

- It does not adversely affect the performance of official duties by staff;
- It is both reasonable in duration (up to a maximum of five minutes) and frequency; and
- It could not reasonably have been made during non-work hours.

Examples of such circumstances include, but are not limited to, the following:

- A member of staff is required to work longer than planned, without advance notice and calls to advise his/her family of the schedule change or to make alternative transport or carer arrangements;

- A member of staff makes essential brief local call to speak to their partner, child, elderly parent or someone for whom they are primary carer or those responsible for them, eg. school or day care centre, nursing home;
- A member of staff makes a brief local call to organisations that can only be reached during working hours, such as local government agency or their GP;
- A member of staff makes a brief local call to arrange for emergency repairs to his/her home or car

The Council recognises that such calls are necessary in order for employees to effectively perform their duties, however, the Council stresses that such calls are normally exceptional, and expects employees to keep these calls to a minimum.

Powys County Council has the following Code of Practice relating the use of Council owned desk and mobile telephones for private telephone calls.

This Code of Practice outlines reasonable steps that all employees are expected to take to ensure that the provision of service is not compromised and there is no financial loss.

1. Where possible, private calls should be made outside standard hours of service provision, i.e. before 9am, after 5pm, or during an employee's lunch break.
2. Private calls during these hours should be kept to a minimum, so as not to prevent business calls getting through.
3. Each employee should keep a record of the private calls they make (At a minimum, Date, time of day, length of call).
4. Where excessive or regular private calls are being made, Powys County Council reserves the right to investigate and recharge any expense incurred.

Personal use of mobile telephones is permitted on the understanding that the cost of all such calls are identified, declared and paid for by the member of staff in accordance with the procedure set out in section 6.4 – Payment for Personal Use.

Telephone bills are received regularly (landline - monthly, mobile – quarterly) and show a record of calls and text messages made. This is in order that usage may be monitored and alternative tariffs arranged if appropriate.

All staff should be made aware that landline and mobile telephone usage will be monitored on a regular basis. The record of the numbers called and duration will be monitored, not the actual telephone conversation.

Staff will be issued with a mobile or smart phone only where it is deemed essential to Council operations. This decision will be made by the staff members' line manager and should be reviewed regularly by the line manager to ensure the need is still valid.

Staff issued with a mobile phone or 3G card are reminded that these remain the property of the Council and, as such, staff have a responsibility to look after them accordingly. Staff must return the mobile phone or 3G card to the Council (ICT or line manager) when they cease employment with the Council.

The misuse of Powys County Council's telephone services is considered to be potential gross misconduct and may render the individual(s) concerned liable to disciplinary action.

### **6.4 Payment for Personal Use**

Employees must reimburse the Council for the cost of any personal calls made from either desk phones or mobile phones.

Payments should be made via Trent or via cheque to the BPU. Instructions on how to make payments for personal use via Trent can be found on page 4658 of the intranet. The latest tariffs can be found on the intranet at page 6364.

Where private calls are made from a desk phone, the employee should calculate the cost of the calls at the normal tariff and pay that amount to the Council.

Where mobile telephone usage charges are over £5/quarter, the employee will be presented with an itemised bill and must identify all personal calls and text messages, and pay the amounts identified on the bill to the Council. This minimum cost is based on the most cost efficient approach when taking into account the processing costs associated with the reimbursement against the likely income.

The cost of mobile phones will be monitored and reported each month and staff may be asked to account for unusually high or expensive call levels and costs.

### **6.5 Clear Desk**

Powys County Council has a clear desk policy in place in order to ensure that all information is held securely at all times. Work should not be left on desks unattended and should be removed from view when unsupervised.

At the end of each day, every desk will be cleared of all documents that contain any Powys County Council PROTECT or RESTRICTED information, or any information relating to clients or citizens. This information must be stored in a facility (e.g. lockable safe or cabinet) commensurate with this classification level.

Staff must clear their desks of all sensitive documents/papers, including the contents of 'In' and 'Out' trays, at the end of each working day, and file everything, even non-sensitive documents, appropriately.

Nothing should be left lying on printers, photocopiers or fax machines at the end of the day.

Users of IT facilities are responsible for safeguarding data by ensuring that equipment is not left logged-on when unattended, and that portable equipment in their custody is not exposed to opportunistic theft.

Computer screens must be locked to prevent unauthorised access when unattended, even for a short period of time, and screens will lock automatically after a 15 minute period of inactivity, in order to protect information. Attempts to tamper with this security feature will be investigated and could lead to disciplinary action.

PROTECT or RESTRICTED documents/papers must be shredded and not placed within a general waste bin.

PROTECT or RESTRICTED documents/papers should not be removed from their secure storage facility without authorisation. Those details will be logged, including name, reason for removal, and duration. There must be local recording methods and procedures in place to control this.

### **6.6 Legislation**

Users should understand the relevant legislation relating to Information Security and Data Protection, and should be aware of their responsibilities under this legislation. The following statutory legislation governs aspects of the Council's information security arrangements. This list is not exhaustive:

- The Freedom of Information Act 2000.
- The Human Rights Act 1998.
- The Electronic Communications Act 2000.
- The Regulation of Investigatory Powers Act 2000.
- The Data Protection Act 1998.
- The Copyright Designs and Patents Act 1988.
- The Computer Misuse Act 1990.
- The Environmental Information Regulations 2004.
- The Re-use of Public Sector Information Regulations 2005.

Individuals can be held personally and legally responsible for breaching the provisions of the above Acts.

### **7 Policy Compliance**

If any user is found to have breached this policy, they will be subject to the Councils disciplinary procedure. If a criminal offence is considered to have been committed further action may be taken to assist in the prosecution of the offender(s).

If you do not understand the implications of this policy or how it may apply to you, seek advice from the ICT Department.

### **8 Review and Revision**

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 2 years.

Policy review will be undertaken by the Principal ICT Security Officer.

### **9 References**

The following policy documents are directly relevant to this policy, and are referenced within this document:

- Email Acceptable Usage Policy.
- Internet Acceptable Usage Policy.
- Software Policy.

The following policy documents are indirectly relevant to this policy:

- GCSx Acceptable Usage Policy and Personal Commitment Statement.
- IT Access Policy.
- Remote Working Policy.
- Removable Media Policy.
- Information Handling Policy.
- Information Security Incident Reporting Policy.
- IT Infrastructure Policy.
- Communications and Operation Management Policy.

### **10 Key Messages**

## Computer, Telephone and Desk Use Policy

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- It is a disciplinary offence to store/process/print data for a purpose which is not work related.
- Users must adhere to Powys County Council Policy on Telephone & Computer Usage at all times.
- Powys County Council PROTECT or RESTRICTED information must be stored in a facility (e.g. lockable safe or cabinet) commensurate with this classification level.