



GUIDANCE FOR MEMBERS ON THE USE OF ICT – 2nd ANNUAL REPORT

STANDARDS COMMITTEE

18TH APRIL 2013

CLASSIFICATION:

OPEN

WARD(S) AFFECTED

ALL

Ian Williams, Corporate Director, Finance and Resources

1. SUMMARY

- 1.1 Guidance for Members on the use of Council provided ICT facilities was agreed by Standards Committee on 28th March 2011 following a recommendation from the Internal Audit on Ethical Governance of January 2010 and subsequent questions from new Members during the May 2010 induction process.
- 1.2 It was also agreed that the Assistant Director – ICT should submit an Annual Report to this Committee on compliance with the Guidance. This is the second such report.

2. RECOMMENDATIONS

Standards Committee is invited to:

- 2.1 **Note the contents of this report**

3. RELATED DECISIONS

- 3.1 Revised Draft Guidance for Members on the Use of ICT – March 2011.
- 3.2 Report of the Internal Auditor on Ethical Standards – January 2010.

4. FINANCIAL CONSIDERATIONS

- 4.1 There are no additional financial implications arising from the agreement to the recommendations in the report.

5. COMMENTS OF THE CORPORATE DIRECTOR OF LEGAL, HR AND REGULATORY SERVICES

- 5.1 This guidance is based on the Members' Code of Conduct which provides that Council resources must be used for carrying out Council functions and restrictions are imposed on any significant personal use of such resources. The guidance specifically addresses how Members should use Council provided ICT.

6. DETAIL

- 6.1 Hackney Council's Member Code of Conduct provides that a Member must act in accordance with the Council's requirements and ensure that Council resources are not used for any unauthorised or political purpose (unless that use reasonably facilitates discharging the Council's functions). This includes Information & Communications Technology (ICT) resources.

- 6.2 The Guidance for Members on the Use of ICT covers:

- monitoring and compliance
- use of ICT for Council business
- provision of equipment
- using and caring for ICT equipment
- access security and
- general use of ICT, including email, the internet and social media

- 6.3 Governance Services issued the Guidance (via email) to all Members on 1st June 2011.

- 6.4 One new Member was elected to office in the reporting period – 2012/13 and has been issued with ICT equipment.

- 6.5 The following table summarises all known or reported breaches of the Guidance for the Municipal year 2012/13 (to date of report publication)

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Category	Number of Incidents/Breaches	Description	Action Taken
Telephony	0	n/a	n/a
Web/Internet	0	n/a	n/a
Email	0	n/a	n/a
Information Security	1	Lost or stolen laptop	Investigated - No Information Security breach
Total Number of Incidents/Breaches	1		

6.6 In the main, monitoring is carried out by Corporate ICT staff reviewing technical logs. However, breaches may be notified by Members themselves or by Council staff (for example, Member Services may report a lost phone on behalf of a Member). The following briefly summarises the monitoring methods for each of the above categories:

6.6.1 Telephony:

Mobile phones are only issued to Cabinet Members.

Members' telephone extensions are included in the Council's monthly telephone performance report. This report provides a summary of the number of calls received and time taken to respond to them.

Detailed information on individual calls is also available: number dialled/received from and duration.

6.6.2 Web/Internet

The Council deploys internet monitoring tools which are configured to deny access for staff to certain types of website including pornographic; homophobic; racist; online gaming; terrorist and computer-hacking sites.

Standard monthly reports are produced which list the most accessed websites and the most active users. These reports are checked by the ICT Security Manager for any "unusual" activity.

Individual reports detailing all internet activity can be produced by "user" or "location" on request.

6.6.3 Email

All email to and from Hackney.gov email accounts is automatically archived and currently retained for approximately 5 years (this is limited

by the size of the archive, rather than by a specific time period). Email that has been deleted from an individual mailbox may still be retrieved from the archive.

Incoming emails are automatically scanned for viruses and “inappropriate” content based on “black” and “white” lists. Those which are deemed by the software to contain inappropriate content are held in quarantine and may be released by the receiver if they are satisfied that the content would not breach of Hackney policies or guidance.

6.6.4 Information Security

Lost or stolen devices (phones, laptops, usb sticks) are reported using a form on the Council’s intranet. Wherever possible, information is wiped remotely from any such devices to minimise the possibility of any information security breach using device management software.

6.7 Very exceptionally, a breach might be reported by an external source, such as a member of the public, the Information Commissioner or the police.

6.8 Members are listed on the London Borough of Hackney Data Protection Act registration as both Data Subjects and under Sources, Disclosures and Recipients. The Registration is available on the Information Commissioner’s Office website at:
<http://www.ico.gov.uk/ESDWebPages/DoSearch.asp?reg=5776000>

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Background documents

None

List of Appendices

None

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