



GUIDANCE FOR MEMBERS ON THE USE OF ICT – 4th ANNUAL REPORT	
STANDARDS COMMITTEE 16 FEBRUARY 2015	CLASSIFICATION: OPEN
WARD(S) AFFECTED ALL	
IAN WILLIAM, CORPORATE DIRECTOR OF 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 fourth 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- 3.1 Revised Draft Guidance for Members on the Use of ICT – March 2011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 direct financial implications arising from the agreement to the recommendations in this report.

4.2 At paragraph 8.1 there is mention of a review of Members ICT needs in 2015, following the roll out of the My Office project in December 2014. There are likely to be costs associated with any new requirements but until the review is completed these are unknown. Until or unless there is a proposal to the contrary the expectation is that any future spend will be met from within existing ICT budgets.

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. ANNUAL REPORT 2014/15

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 The Corporate Director of Finance and Resources first issued the Guidance (via email) to all Members on 1st June 2011. Copies the Guidance were additionally issued to newly elected Members in May 2014.

6.4 No new Members were elected to office in the reporting period.

- 6.5 The following table summarises all known or reported breaches of the Guidance for the Municipal year 2014/15 (to date of report publication)

Category	Number of Incidents	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 laptop	Investigated - no personal information lost. No further action taken
Total Number of Incidents/Breaches	1		

- 6.6 The following table summarises the known or reported breaches since the commencement of annual reporting to this Committee:

Year	Breach Category				Total
	Telephony	Web/Internet	Email	Information Security	
2014/15	0	0	0	1	1
2013/14	0	0	0	0	0
2012/13	0	0	0	1	1
Total	0	0	0	2	2

- 6.7 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:

6.7.1 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.

6.7.2 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.

6.7.3 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.

6.7.4 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.

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

6.9 Members are listed on the London Borough of Hackney Data Protection Act registration as both Data Subjects and under Sources, Disclosures and Recipients. The Council’s current Registration is available on the Information Commissioner’s Office website at: www.ico.org.uk. The Registration number is Z8010445 and it runs to 26th June 2015.

7 **NEW MUNICIPAL YEAR 2014/15**

7.1 Of the 21 newly elected Members following the May 2014 local elections, 14 opted for Council issued equipment.

7.2 Equipment from Members who stood down or were not re-elected was returned to Members Services where it was data cleansed and then allocated for re-use, spares or disposal as appropriate.

7.3 Records of Members' ICT assets are currently being uploaded into the new Asset Management module on the Council's ICT Service Desk software (LanDesk)

8 REVIEW OF MEMBERS' ICT REQUIREMENTS

8.1 Following the roll-out of Windows 7 and MS Office 2013 to Council and Hackney Homes staff in December 2014, in early 2015 we will carry out a review of Members' ICT requirements. This review will be carried out in conjunction with Members and will include officers from ICT, the Mayor's Office and Governance Services.

8.2 It will examine Members' ICT needs and consider their preferred work-styles and information security requirements, as well as device upgrades/replacements where needed. The Guidance to Members on the Use of ICT will be updated following the outcome of the review.

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S.100D Local Government Act 1972 (as amended)

List of Appendices

None

Background documents

No documents which require listing have been relied upon in the preparation of this report