



**GUIDANCE FOR MEMBERS ON THE USE OF ICT – 5<sup>TH</sup> ANNUAL REPORT**

**STANDARDS COMMITTEE**

**21 JANUARY 2016**

**CLASSIFICATION:**

**Open**

**WARD(S) AFFECTED**

**All Wards**

**CORPORATE DIRECTOR**

**Ian Williams, 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 28<sup>th</sup> 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 fifth such report.

## **2. RECOMMENDATIONS**

### **2.1 Standards Committee is invited to:**

**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- 3.1 Revised Draft Guidance for Members on the Use of ICT – March 2011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 this 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. ANNUAL REPORT 2015/16**

- 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 1<sup>st</sup> 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 this reporting period.

6.5 There have been no known or reported breaches of the Guidance during the Municipal year 2015/16 (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	0	n/a	n/a
<b>Total Number of Incidents/Breaches</b>	<b>0</b>		

6.6 There have only been two known or reported breaches since the commencement of annual reporting to this Standards Committee in 2013, as summarised in the following table:

Year	Breach Category				Description	Data Breach?	Total
	Telephony	Web/ Internet	Email	Information Security		Y/N	
2015/16	0	0	0	0	n/a	n/a	0
2014/15	0	0	0	1	Lost or stolen laptop	N	1
2013/14	0	0	0	0	n/a	n/a	0
2012/13	0	0	0	1	Lost or stolen laptop	N	1
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	-	-	<b>2</b>

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).

6.8 All reported breaches are recorded on the ICT Service Desk system (LanDesk) and passed to the ICT Security Manager for investigation.

6.9 The following paragraphs briefly summarise the monitoring methods for each of the categories in the above tables:

#### 6.9.1 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.

#### 6.9.2 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. Any such requests are logged on the ICT Service Desk system.

#### 6.9.3 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.

#### 6.9.4 Information Security

Lost or stolen devices (phones, laptops, tablets and usb sticks) are reported via the ICT Service Desk. Wherever possible, information is wiped remotely from any such devices to minimise the possibility of any information security breach using device management software.

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

6.11 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](http://www.ico.org.uk). The Registration number is **Z8010445 and it runs to 26<sup>th</sup> June 2016.**

### 7 REVIEW OF MEMBERS' ICT REQUIREMENTS

7.1 Following the roll-out of Windows 7 and MS Office 2013 to Council and Hackney Homes staff in December 2014, new equipment has now been installed in the Cabinet Members' and Group offices.

7.2 During the spring, Cllr Munn coordinated a survey of Members' ICT requirements which has led to a small pilot group of Members trialling smaller format laptops and iPads. This trial is due to complete shortly and analysis of the results will determine the type of equipment which will be offered to Members who require Council issued devices. Cllr Munn continues to be the Member sponsor for this project.

7.3 Members who prefer to use their own equipment are able to access their Council email and Committee papers etc, through the Council's *myoffice* desktop which can be securely configured on any Windows or Apple device.

7.4 Members can also continue to access their email through our webmail service using two-factor authentication (see below).

### 8 INTRODUCTION OF TWO-FACTOR AUTHENTICATION FOR WEBMAIL

8.1 In order to comply with security standards for connection to the Government's Public Service Network, two-factor authentication (2FA) has been mandated for all access to email using the Council's webmail (aka "securemail") service.

8.2 On logging on to webmail, Members are additionally asked to provide a security code which is a combination of a personal pin number plus a

number which is automatically generated on either a smartphone or a physical token.

- 8.3 A leaflet was circulated to all Members explaining the new process, and a drop-in session was held prior to full Council on 25<sup>th</sup> November 2015.

**Ian Williams**  
**Corporate Director of Finance & Resources**

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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.